

# **G3 Facsimile Error Code List**

**REVISION 1**

**Canon**  
**HY8-23A0-010**

## Application

This manual has been issued by Canon Inc. for qualified persons to learn technical theory, installation, maintenance, and repair of products.

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**CANON INC.**

Facsimile Technical Information Dept.

30-2 Shimomaruko **3-Chome, Ohta-ku**, Tokyo 146, Japan

## DTP System

This manual was produced on an Apple Macintosh® personal computer, Canon Color Laser Copier 300 and Canon Postscript® Intelligent Processing Unit; final pages were printed on **Varityper™** 5300 with **4000-J RIP**.

**All** graphics were produced with Aldus **FreeHand™**.

**All** documents and all page layouts were created with **QuarkXPress™**.

## INTRODUCTION

### About This Manual

This manual contains a list of error codes of Canon G3 Facsimiles (including G1, G2 and MF) and instructions on how to repair the errors.

The repairs only include representative measures, since this manual was not prepared for specific models. Specific measures may vary according to each model, therefore it is advised that you refer to the service handbook and service manual of particular models, in addition to this manual, for more details.

### Outline of Error Codes

Error Codes refer to the error message appearing on the LCD or report in code form when a facsimile error occurs, to allow the user or service man to pinpoint the cause of error and effect repairs.

Error codes come in the following two types.

#### <User Error Code>

Errors that can easily be solved by the user and are indicated as "**#+number**". (Each user's manual also contains measures for these error codes.)

#### <Service Error Code>

Errors which cannot be solved by the user, and require professional attention. These errors are indicated as "**##+number**". (Each service manual also contains measures for these error codes.)

Details of signal names are indicated in the Appendix of this manual. For more information refer to "**FACSIMILE-INTERMEDIATE-** (HY8-9022-012) ".



NOTE

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Service error codes are factory set not to appear on the LCD or communication report. They can be displayed by switching SSSW #1 bit 0 to 1.

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## CONTENTS

Page	Item
	<b><i>How to Use This Manual</i></b>
VII	Using the <b>Error Code Table</b>
VIII	<b>Definition</b> of Terminology

### ***Chapter 1 User Error Codes***

1-1	<b>#001/#002</b>
1-6	<b>#010/#011</b>
1-11	<b>#021/#022</b>
1-15	<b>#030/#031</b>
1-20	<b>#040/#041</b>
1-25	<b>#050/#051</b>
1-28	<b>#080/#081</b>
1-30	<b>#102/#103</b>
1-33	<b>#995/#996</b>

### ***Chapter 2 Service Error Codes***

2-1	<b>##001/##002</b>
2-6	<b>##011/##012</b>
2-8	<b>##051/##052</b>
2-10	<b>##100</b>
2-18	<b>##110/##111</b>
2-23	<b>##120/##121</b>
2-25	<b>##201</b>
2-29	<b>##220/##221</b>
2-34	<b>##231/##232</b>
2-39	<b>##260/##261</b>
2-44	<b>##280</b>
2-52	<b>##291/##292</b>
2-55	<b>##301/##302</b>
2-60	<b>##311/##312</b>
2-61	<b>##320/##321</b>
2-66	<b>##330/##331</b>
2-71	<b>##340</b>
2-79	<b>##503/##504</b>
2-83	<b>##526/##551</b>
2-86	<b>##603/##604</b>

2-89	##611/##612
2-90	##701/##702
2-94	##711/##712
2-99	##731 /##732
2-103	##740/##750
2-l 09	##761 l##762
2-l 14	##771 l##772
2-l 20	##780/##781
2-l 26	##790/##791
2-130	##801/##802
2-133	##806-##8 19

## Appendix

A-l	1. General Control Procedures and Typical Error Codes (G3)
A-3	2. Expected Signals
A-5	3. FIFO Description
A-5	3.1 DIS/DTC
A-9	3.2 DCS
A-l 3	4. LBP Status ( LC 5000/5500, LC 7000/7500, FAX-L500/550, FAX-L600 )
A-13	4.1 LBP Status Display Procedure
A-14	4.2 LBP Status Check
A-l 5	4.3 LBP Status Explanation
A-17	4.4 Solution for Printer Unit Error
A-l 9	5. LBP Status ( CFX-L4000, FAX-L300 )
A-19	5.1 LBP Status Display Procedure
A-19	5.2 LBP Status Check
A-l 9	5.3 LBP Status Explanation
A-l 9	5.4 Solution for Printer Unit Error

Page	Item
A-1	Figure 1 Control Procedures
A-13	Figure 2 LBP Status Display
A-14	Figure 3 Status Data Check
A-15	Figure 4 Table Description
A-3	Table 1 Expected Signals (1/2)
A-4	Table 1 Expected Signals (2/2)
A-5	Table 2 DISIDTC FIF Description (1/3)
A-6	Table 2 DIWDTC FIF Description (2/3)
A-7	Table 2 DIS/DTC FIF Description (3/3)
A-9	Table 3 DCS FIF Description (1/3)
A-10	Table 3 DCS FIF Description (2/3)
A-11	Table 3 DCS FIF Description (3/3)

## HOW TO USE THIS MANUAL

### Using the Error Code Table

#000 [TX/RX] Paper Jam	[xx Specifications]
Cause	Remedy
*A  • B • C	• X • Y  • Z

❶ Error Code

❷ [ TX ]: Transmission Error  
 [ RX ]: Reception Error  
 [ TX/RX ]: Transmission and Reception Error

❸ Definition and Symptoms of Error Code

❹ Error Codes Exclusively for xx Specifications

❺ Cause of Error Code

❻ Remedy for Error Code

- “X” and “Y” are used to remedy “A”.
- “Z” is used to remedy “B” and “C”.
- When several remedies are indicated, perform them in the order of designation.

## Definition of Terminology

Unless otherwise specified, countermeasures are to be carried out on one's own machine. The figures in the meaning / symptom column indicate the factory settings.

Similar terminology used in this manual will be defined as follows.

Please note that you will need the name of the manufacturer and model of the other machine when sending DAT recording of transmission protocol to local Canon office and/or Technical center.

### 1) Password, Secret Number and ID

Password	Polling ID displayed as an 8 digit binary number.
Transmission password	: ID displayed as a 4 digit decimal number.
Secret number	: Password to prevent "unwanted calls".
User ID	User identification
ID transmission mode	: ID to perform password transmission when the transmission password is not specified.

### 2) Transmission Level (0 to -15 dBm)

Increase level	: Increase gradually towards 0 dBm (indicated as "0" on LCD)
Decrease level	: Increase gradually towards - 15 dBm (indicated as "15" on LCD)

### 3) NL Equalizer (0/4/8/12 dB)

Increase level	: Increase gradually towards 12 dB (indicated as "12" on LCD)
Decrease level	: Increase gradually towards 0 dB (indicated as "0" on LCD)



## 4) Transmission Methods

Normal transmission :	Direct or memory transmission without using confidential or broadcasting functions.
Direct transmission	Scanning the document for transmission after connection is made with the other machine.
Memory transmission	Scanning the document for transmission prior to connection with the other machine.

## 5) Signal Name

Tonal signal	G1 and G2 facsimile signal.
Binary signal	G3 facsimile signal.
Protocol signal	General name for tonal and binary signals.
Image signal	Procedure signal to transmit picture information.
Significant signal	Full and correct protocol signal with good line conditions.

## 6) Reception Possible

Where there are several ways receiving is possible indicate the examples in the brackets, (    ).

## 7) Relating the RTN Transmission Conditions

Error rate within all line (x)	: Increase gradually towards 99%. (indicated as "99" on LCD)
Number of burst lines (m)	: Increase gradually towards 99 lines. (indicated as "99" on LCD)
Occurrence of lines less than under burst value (n)	: Increase gradually towards 99 times. (indicated as "99" on LCD)

### **8) Echo Measures**

**User level**                      Add or change “long distance” in sequence under Auto-dialing.

**Service level**            : Set the SSSW bit to [1] for the [ crush first DIS ], [ Ignore first DIS ], and [ 1080 Hz output before CED ].

### **9) Retransmission Signal**

Signal retransmission is set at three times.

### **10) Factory Set Timer Settings**

T1 timer                      : 35 seconds

T5 timer                      : 60 seconds

### **11) MCPU and SCPU**

MCPU                         : Main CPU

SCPU                         : Sub-CPU

### **12) F-network**

This line is for Japan only.

# **Chapter 1**

## **User Error Codes**

**#001 [ TX ] Paper Jam**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ Document is caught in feeder.</li><li>▸ The document is not of standard size and thickness.</li><li>▸ Machine failure.</li></ul>	<ul style="list-style-type: none"><li>• Remove the document and insert once again.</li><li>• Make an A4 copy with a copier and transmit the document.</li><li>• Transmit using a carrier sheet (document cover).</li><li>• Perform procedures indicated in the [ Trouble Shooting ] section of the Service Manual.</li></ul>

**#002 [ TX ] Short Document**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ The document is shorter than the [ permissible length ] indicated in the [ Inserted Document ] section of the Service Manual.</li></ul>	<ul style="list-style-type: none"><li>• Transmit using the carrier sheet (document cover).</li><li>• Make an A4/A5 size copy with a copier and transmit the document.</li></ul>

## 1: User Error Codes

#003 [TX/RX] Copy Page, Transmission Time Over	
Cause	Remedy
<p>The page of the document is too long, requiring longer than the standard time to transmit or copy.</p> <p>It takes longer than the standard time to receive the document.</p> <p>Machine failure.</p>	<ul style="list-style-type: none"><li>• Make a copy with a copier and divide it up before transmitting it by facsimile.</li><li>• Reset the page timer to a greater value.</li><li>• Ask the transmission side to divide the documents when transmitting them.</li><li>• Contact the other party to confirm the cause.</li><li>• Reset the page timer to a greater value.</li><li>• Follow the directions indicated in the Service Manual.</li></ul>
#004 [ TX ] (Talk Notice) Call Failure	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party not have a Canofax A-30, 220, 230, 320E, 330, 510,520, 610, 620, 710 or 730.</li></ul>	<ul style="list-style-type: none"><li>• Contact the other party to confirm that the model of their machine is other than indicated at the left. (for Canofax A-30 exclusive features)</li></ul>

**#005 [TX/RX] Initial ID (T1) Time Over**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Erroneous tone/pulse setting.</li> <li>▸ Takes too long to connect with the other party.</li> <li>▸ Other party does not respond.</li> <li>▸ The other party's communication mode is not compatible (G2, G3, etc.).</li> <li>▸ Transmission made to MF1 without MF1 mode set.</li> <li>▸ Second dial tone is not received in transmission to F-network .</li> </ul>	<ul style="list-style-type: none"> <li>▸ Correct the tone/pulse setting.</li> <li>▸ Add a long pause to delay the timer start time when making an auto-dialing registration.</li> <li>▸ Set a longer value for the T1 timer setting so that the operations will not exceed the time limit.</li> <li>▸ Contact the other party and have them check the cause.</li> <li>▸ There is no remedy for the communication mode since it is dependent on the specifications of the machine.</li> <li>▸ Switch to MF1 mode and repeat the transmission.</li> <li>▸ Check to confirm membership in the F-network then call the telephone company to report "troubled connection".</li> </ul>

## 1: User Error Codes

<ul style="list-style-type: none"><li>• In TX, echo causes other machine to malfunction.</li><li>• In RX, echo causes this machine to malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Take echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li><li>• Perform echo measures as indicated in the Service Manual.</li></ul>
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### #006 [ TX ] Transmission Failure [ RX ] Phase Synchronisation Not Possible with 0 LD-FM

Cause	Remedy
<ul style="list-style-type: none"> <li>• Transmission button was pressed without setting document.</li> <li>• Bad connection inhibited reception of proper phase signals.</li> </ul>	<ul style="list-style-type: none"> <li>• Set the document and transmit. (401, 601 only)</li> <li>• Have the other party raise their transmission level for proper reception of the phase signals.</li> <li>• Adjust the NL equalizer for proper reception of the phase signals.</li> </ul>

### #007 [TX/RX] Talk Reservation Failure [ RX ] Phase Synchronisation Not Possible in G1 Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• Other party made talk reservation however, the operator does not answer the other party's call.</li> <li>• Bad connection inhibited reception of proper phase signals.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the other party's operator to answer the phone after transmission.</li> <li>• Have the other party raise their transmission level for proper reception of the phase signals.</li> <li>• Adjust the NL equalizer for proper reception of the phase signals.</li> </ul>



#008 [ TX ] Polling PASSWORD Error	
Cause	Remedy
Polling error generated due to different ID password in the other machine.	<ul style="list-style-type: none"><li>• If the other party uses a Canon machine, contact them to have them set the same password.</li><li>• Set all passwords to [1] if the other party does not use a Canon machine.</li><li>• Record the TX protocol in DAT format and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
#009 [ RX ] Recording Paper Jam or Out of Paper	
Cause	Remedy
Facsimile paper jam.  Out of facsimile paper.  Machine failure.	<ul style="list-style-type: none"><li>• Fix the paper jam.</li><li>• Refill the machine with paper.</li><li>• Perform procedures according to the [ Trouble Shooting ] section in the Service Manual.</li></ul>

**#010 [TX/RX] Communication Control Memory Full**

Cause	Remedy
<ul style="list-style-type: none"><li>• Communication control memory can not be output since the machine is out of paper. As a result there is not enough memory.</li></ul>	<ul style="list-style-type: none"><li>• Set paper in the machine.</li></ul>

**#011[ RX ] Polling Error**

Cause	Remedy
<ul style="list-style-type: none"><li>• The document is not set in the other party's machine.</li><li>• Polling reception was not activated since the document was not properly set for transmission.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party set the document in the machine.</li><li>• Properly set the document and transmit.</li></ul>

#012[ TX ] Other party Out of Paper	
Cause	Remedy
<ul style="list-style-type: none"><li>• There is no recording paper in the other party's machine.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party replenish their machine's recording paper.</li></ul>
#013[ TX ] Document Size Error in MF1 Mode	
Cause	Remedy
<ul style="list-style-type: none"><li>• B4 width document was sent in MF1 mode.</li></ul>	<ul style="list-style-type: none"><li>• Make an A4 or smaller size copy of the document with a copier, and then transmit.</li></ul>

#014 [ TX ] Paper Size Error [German Specifications]	
Cause	Remedy
• A non-A4 size document was sent without making proper settings.	• Set the document size and then transmit.
#015[ TX ] Fine Mode Error during G2 Transmission [German Specifications]	
Cause	Remedy
• G2 transmission was attempted in fine mode.	• Transmit documents in standard mode during G2 transmissions.

#018[ TX ] Automatic Dialing Error	
Cause	Remedy
Erroneous tone/pulse setting.	<ul style="list-style-type: none"><li>• Properly set the tone/pulse mode.</li><li>• Add a longer pause to delay the timer start time when registering the automatic dialing feature.</li><li>• Reset the T1 timer with a longer value to prevent time over.</li><li>• Redial.</li><li>• Contact the operator of the other party's machine to check the cause of the trouble.</li><li>• Have the other party refill their machine with recording paper.</li><li>• Check whether they are a member of the F-network and then contact the telephone company indicating "connection trouble".</li></ul>
Connection time is too long.	
Time over due to busy signal.	
Time over because of a busy line or because the other party's machine was not on.	
Time over since the other party's machine was out of recording paper.	
Second dial tone did not arrive from the F-network transmission.	

**#019 [ TX ] Memory Transmission Failure**

Cause	Remedy
• Image data are not stored in memory during memory transmission (delayed/retrial transmission).	• Perform memory transmission operations after storing the data in the memory or transmit the data direct.

**#020 [ TX ] Different Recording Paper Size**

Cause	Remedy
• The image size is B4 when the recording paper is A4 during memory transmit or memory copy operations.	• Set B4 size recording paper.

## 1: User Error Codes

Y021 [ RX ] DCN during Polling Reception	
Cause	Remedy
Wrong password.	<ul style="list-style-type: none"><li>• Contact the other party to use the same password.</li></ul>
#022[ TX ] Call Failure	
Cause	Remedy
<ul style="list-style-type: none"><li>• Broadcasting or multipolling telephone number is not registered for auto-dialing.</li></ul>	<ul style="list-style-type: none"><li>• Register the other party's number in auto-dialing.</li></ul>

**#023 [ TX ] Memory Transmission Failure**

<b>Cause</b>	<b>Remedy</b>
• MF1 memory transmission attempted.	• Memory transmission is not possible to MF1. Transmit the document direct.

**#024 [ TX ] Delayed Transmission Failure**

<b>Cause</b>	<b>Remedy</b>
• The document is not set at the time set for delayed transmission (direct).	• Nothing possible since it is past the specified time.



#025 [TX/RX] Automatic Dialing Setting Error	
Cause	Remedy
MF mode was set for auto-dialing to receive polling message. MF mode and confidential or relay were set and auto-dialing was attempted. Confidential and relay were set, and was auto-dialing attempted.	* Set auto-dialing in accordance with the procedures indicated in the Service Manual.
#027 [ RX ] LBP Power OFF	
Cause	Remedy
▸ LBP power is turned OFF.	• Turn on the LBP. (L910 only)

**#028 [ RX ] LBP Cartridge Missing**

Cause	Remedy
<ul style="list-style-type: none"><li>• LBP cartridge is not set.</li></ul>	<ul style="list-style-type: none"><li>• Set LBP cartridge. (L910 only)</li></ul>

**#029 [ RX ] LBP Recording Paper Jam**

Cause	Remedy
<ul style="list-style-type: none"><li>• Recording paper is jammed.</li></ul>	<ul style="list-style-type: none"><li>• Clear the paper jam. (L910 only)</li></ul>

#030 [ RX ] No LBP Toner	
Cause	Remedy
LBP toner cartridge empty.	<ul style="list-style-type: none"><li>• Replace LBP toner cartridge. (L910 only)</li></ul>
#031 [ RX ] No LBP Paper Warning	
Cause	Remedy
• No LBP recording paper.	<ul style="list-style-type: none"><li>• Replenish LBP recording paper. (L910 only:</li></ul>

**#032 [ TX ] Power OFF**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Power failure in delayed transmission stand-by mode.</li> <li>▸ Power was turned off.</li> <li>▸ Power trouble.</li> </ul>	<ul style="list-style-type: none"> <li>• Set delayed transmission.</li> <li>• Turn on the power and set delayed transmission.</li> <li>• Replace the PSU.</li> </ul>

**#033 [ TX ] Confidential Transmission Failure**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party's machine does not have a confidential confidential mailbox function.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform regular transmission since confidential transmission is not possible.</li> </ul>

## 1: User Error Codes

#034 [ TX ] Failure to Transmit to Other Party's Confidential Mailbox	
Cause	Remedy
<p>Designated confidential mailbox does not exist in the other party's machine.</p> <p>Other party's memory is full.</p>	<ul style="list-style-type: none"><li>• Check the number of the confidential mailbox, then send by confidential transmission.</li><li>• Have the other party clear any unnecessary image data from their machine.</li></ul>
#035 [ TX ] No Original Relay Transmission	
Cause	Remedy
<p>No relay function in the other party's machine.</p>	<ul style="list-style-type: none"><li>• Transmit direct by sequential broadcast transmission since relay transmission is not possible.</li></ul>

**#036 [ TX ] No Original Relay Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ User telephone number is not registered in the auto-dialing relay directory of the relay station.</li><li>▸ User telephone number is erroneously registered in the auto-dialing relay directory of the relay station.</li><li>▸ The relay feature of the relay station is turned OFF.</li><li>▸ The relay station's memory is full.</li></ul>	<ul style="list-style-type: none"><li>• Register the user telephone number in the auto-dialing relay directory of the relay station.</li><li>• Register the proper user telephone number in the auto-dialing relay directory of the relay station.</li><li>• Turn on the relay switch of the relay station.</li><li>• Contact the relay station to clear any unnecessary image data.</li></ul>

**#037 [ RX ] Image Memory Full**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ Excessive data reception.</li></ul>	<ul style="list-style-type: none"><li>• Request clearance of any unnecessary image data and then re-transmit data.</li></ul>

#038 [TX/RX] Hard Disk Error	
Cause	Remedy
<ul style="list-style-type: none"><li>• Hard disk file access malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Perform the procedures indicated in the Service Manual.</li></ul>
#039[ TX ] Closed Network Transmission Failure	
Cause	Remedy
<ul style="list-style-type: none"><li>• The closed network switch is turned OFF.</li><li>• The other party's closed network switch is turned OFF.</li><li>• Closed network ID does not match that of the other party.</li><li>• G2 or MF1 transmission was forced during transmission in a closed network.</li><li>• The other party's machine was a G2 or MF1 within a closed network.</li></ul>	<ul style="list-style-type: none"><li>• Turn on the TX closed network switch.</li><li>• Request the other party to turn on the RX closed network switch.</li><li>• Match the closed network ID of your machine with that of the other party.</li><li>• Transmit in G3.</li><li>• Turn OFF the TX closed network switch.</li></ul>

### #040 [ TX ] Image Memory Full during Sequential Broadcast Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>Excessive transmission data during broadcasting.</li> </ul>	<ul style="list-style-type: none"> <li>Clear all unnecessary image data.</li> <li>Divide the documents upon broadcasting.</li> <li>Lower the resolution.</li> </ul>

### #041[ TX ] Broadcasting Failure

Cause	Remedy
<ul style="list-style-type: none"> <li>Sequential broadcast transmission was attempted to MF1 or G2 machine.</li> </ul>	<ul style="list-style-type: none"> <li>Sequential broadcast transmission is not possible to MF1 or G2 machines. Send by normal transmission.</li> </ul>



### #042 [ RX ] Cutter Failure

Cause	Remedy
<ul style="list-style-type: none"><li>• Defective cutte.</li></ul>	<ul style="list-style-type: none"><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

### #043 [ RX ] No Toner Cartridge

Cause	Remedy
<ul style="list-style-type: none"><li>• Toner cartridge is not properly set.</li><li>• Toner cartridge is empty.</li><li>• Sensor malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Properly set the toner cartridge as indicated in the Service Manual.</li><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li><li>• Replace the toner cartridge.</li><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**#044 [ RX ] Recording Paper and Ink Sheet Cartridge Size Incompatible**

Cause	Remedy
<p>The size of the recording paper and ink sheet cartridge differ.</p> <p>Sensor malfunction.</p>	<ul style="list-style-type: none"> <li>• Replace either the recording paper or the ink sheet cartridge so that they will be the same size.</li> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

**#045[ TX ] Incomplete Transmission Warning**

Cause	Remedy
<p>Mistaken input of number of documents to transmit.</p> <p>Set a number less than the number of documents to transmit.</p> <p>Double feed.</p>	<ul style="list-style-type: none"> <li>• Nothing possible since all documents were sent.</li> <li>• Transmit the remaining documents.</li> <li>• Repeat transmission.</li> </ul>

#046 [ RX ] Receiving Restriction	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party's telephone number is not registered in the auto-dialing directory.</li></ul>	<ul style="list-style-type: none"><li>• Set receiving restriction to [No] and then have the other party retransmit the document.</li><li>• Register the other party's telephone number in the auto-dialing directory.</li></ul>
#047[ RX ] Reception Failure	
Cause	Remedy
<ul style="list-style-type: none"><li>• Recording paper cover is open.</li><li>• Sensor malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Close the recording paper cover.</li><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**#048 [ TX ] Multi-File Transmission Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>Multi-file transmission error takes place during batch transmission.</li> </ul>	<ul style="list-style-type: none"> <li>Transmit to the other party by regular transmission, and then look for the cause of failure.</li> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

**#049 [ TX ] Multi-File Transmission Error  
[NTT Specifications]**

Cause	Remedy
<ul style="list-style-type: none"> <li>The cipher key does not match that of the other fax machine.</li> </ul>	<ul style="list-style-type: none"> <li>Match the cipher keys of the local and remote fax machines.</li> </ul>

### #050 [ TX ] Cipher Transmission Failed [NTT Specifications]

Cause	Remedy
<ul style="list-style-type: none"><li>• The other fax machine does not have the cipher transmission function.</li></ul>	<ul style="list-style-type: none"><li>• <b>Pet-form</b> normal transmission, instead of cipher transmission.</li><li>• Select the normal fallback function.</li><li>• Transmit to the fax machine having the cipher transmission function.</li></ul>

### #051[ TX ] Decode Error during Cipher Reception [NTT Specifications]

Cause	Remedy
<ul style="list-style-type: none"><li>• The cipher keys do not match.</li></ul>	Contact the other party and match the cipher keys.

**#052 [ RX ] Image Memory Full by No Ink Error****Cause**

- Image memory full due to printer error caused by no ink in BJ.

**Remedy**

- Replace the BJ cartridge and have the other party retransmit the data if necessary.

# [ 1

**Cause****Remedy**

## I: User Error Codes

#054 [TX/RX] Call Failure	
Cause	Remedy
User ID not registered.  User telephone number not registered.	<ul style="list-style-type: none"><li>• Register user ID.</li><li>• Register user telephone number.</li></ul>
#055[ TX ] Other Party does not have MDC Capability [ GP55 Only ]	
Cause	Remedy
• When attempting to send image signals from the computer, GP55 does not have MDC capability.	<ul style="list-style-type: none"><li>• Instead of trying to send coded image data from the computer, output the image on paper, and then fax it to the other unit.</li><li>• Transmit to a machine with the MDC function.</li><li>• Have the other party set up the MDC function.</li></ul>

**#080 [ TX ] Other Party does not have ITU-T  
Recommended Sub-address Reception Function**

Cause	Remedy
<p>The other party's DIS bit 40 is 0.</p>	<ul style="list-style-type: none"> <li>• Transmit to another machine which has the function.</li> <li>• If the other party is a Canon machine, set to confidential transmission, or other available mode, and transmit.</li> <li>• If the other party is not a Canon machine, transmit in normal G3 mode.</li> </ul>

**#081 [ TX ] Other Party does not have ITU-T  
Recommended Password Reception Function**

Cause	Remedy
<p>• The other party's DIS bit 50 is 0.</p>	<ul style="list-style-type: none"> <li>• Transmit to another machine which has the function.</li> <li>• If the other party is a Canon machine, set to confidential transmission, or other available mode, and transmit.</li> <li>• If the other party is not a Canon machine, transmit in normal G3 mode.</li> </ul>



#082 [ TX ] Other Party does not have ITU-T Recommended Selective Polling Transmission Function	
Cause	Remedy
• The other party's DIS bit 47 is set to 47.	<ul style="list-style-type: none"><li>• If the other party is not a Canon machine, have the other party enabled for polling transmission and do polling reception.</li><li>• If the other party is a Canon machine, use the Canon original polling ID and do polling reception.</li></ul>
#101[ TX ] Call Failure	
Cause	Remedy
• Polarity of L1 and L2 line is different.	<ul style="list-style-type: none"><li>• Reverse connection of L1 and L2.</li></ul>

## #102 [TX/RX] Different Password during Password Transmission

### Cause

- Password of both machines do not match.

### Remedy

- Match the transmission password of both machines.

## #103 [ RX ] Wrong User Telephone Number during ID Reception

### Cause

- The other party's user telephone number is not registered in your auto-dialing directory.
- The other party's user telephone number is wrongly registered in your auto-dialing directory.

### Remedy

- Register the other party's user telephone number in the auto-dialing directory.
- Register the other party's user telephone number correctly in the auto-dialing directory.

## 1: User Error Codes

#104 [TX/RX] Password Transmission Failure	
Cause	Remedy
The other party's machine does not have a password transmission feature.	<ul style="list-style-type: none"><li>• Turn on the ID transmission mode and repeat the transmission.</li></ul>
#105 [TX/RX] Wrong User Telephone Number during ID Transmission	
Cause	Remedy
The other party's user telephone number was not registered.	<ul style="list-style-type: none"><li>• Contact the other party to have the user telephone number registered.</li></ul>

**#106 [TX/RX] Low Backup Battery**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The backup battery (dry cell) for the IC to record messages when the power is OFF was disconnected.</li> <li>• The voltage dropped when the power was turned OFF.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the battery after the power is turned off, and then re-record the message after the power is turned on.</li> </ul>

# [ 1

Cause	Remedy

#995 [TX/RX] Memory transmission reservation cancellation	
Cause	Remedy
<p>[Transmission]</p> <ul style="list-style-type: none"><li>▸ The user cleared the memory transmission reservation.</li></ul> <p>[Reception]</p> <ul style="list-style-type: none"><li>▸ The user cleared the memory reception image data.</li></ul>	<ul style="list-style-type: none"><li>• Transmit again.</li><li>• Contact the other party and have them transmit.</li></ul>
#996 [TX/RX] Hard Disk Error	
Cause	Remedy
<ul style="list-style-type: none"><li>▸ Hard disk trouble.</li></ul>	<ul style="list-style-type: none"><li>• Correct the problem according to the Service Manual.</li></ul>

**#997 [TX/RX] Power Failure during Transmission**

Cause	Remedy
<ul style="list-style-type: none"><li>▸ There was a power failure or the power was turned off during transmission.</li><li>▸ Malfunctioning power unit.</li></ul>	<ul style="list-style-type: none"><li>• Correct the problem according to the Service Manual.</li><li>• Replace the power unit.</li></ul>

**#998 [ RX ] Memory Rx completed**

Cause	Remedy
<ul style="list-style-type: none"><li>▸ Code indicates on the activity report that memory reception took place.</li></ul>	<ul style="list-style-type: none"><li>• No measures possible since the transmission result was [OK].</li></ul>

#999 [ RX ] Image Memory Full during Memory Reception	
Cause	Remedy
Excessive data transmitted during memory reception.	<ul style="list-style-type: none"><li>Set the recording paper and ask the other party to retransmit the data.</li></ul>
# [ 1	
Cause	Remedy

# [ 1	
Cause	Remedy
# [ 1	
Cause	Remedy



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# **Chapter 2**

## **Service Error Codes**

<b>##003 [ TX ] Failed MCF2/PIS Reception during G2 Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ Other party cannot properly receive signals due to poor line, conditions.</li><li>▸ Other party cannot properly receive MCF2 or PIS due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>▸ Boost the transmission level so the other party can properly receive MCF2 or PIS.</li><li>▸ Adjust the NL equalizer so the other party can properly receive MCF2 or PIS.</li><li>▸ Have the other party boost their transmission level so they can properly receive MCF2 or PIS.</li></ul>
<b>##004 [ RX ] Fail EOM/PIS Reception during G2 Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>▸ Picture signal cannot be received over 1 second due to poor line, conditions. (ignore the first 5 seconds immediately after picture reception)</li></ul>	<ul style="list-style-type: none"><li>▸ Have the other party boost their transmission level so they can properly receive EOM or PIS.</li><li>▸ Adjust the NL equalizer so the other party can properly receive EOM or PIS.</li></ul>

**##005 [ TX ] Failed GI2 Reception during G2 Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Other party cannot properly receive GI2 signals due to poor line, conditions.</li> <li>• Other party confused by echo, and does not send GI2.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost their transmission level so they can properly receive GI2.</li> <li>• Have the other party lower their transmission level so they will not receive echo signals.</li> </ul>

**##006 [ RX ] Failed Phase Synchronization from Second Sheet during G2 Reception**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive phase signals from the other party correctly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost their transmission level to allow for proper phase signal reception.</li> <li>• Adjust the NL equalizer to allow for proper phase signal reception.</li> </ul>

### **##007 [ TX ] Failed CFR2 Reception during G2 Transmission**

<b>Cause</b>	<b>Remedy</b>
The other party cannot receive CFR2 properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive CFR2 properly.</li><li>• Adjust the NL equalizer so the other party can receive CFR2 properly.</li></ul>
The other machine is out of paper.	<ul style="list-style-type: none"><li>• Have the other party refill their machine with recording paper.</li></ul>

### **##008 [ RX ] Fail to Receive GC2, PIS and Phase Signals for 35 Seconds and Receive Other Signals during G2 Reception**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive the signals immediately before GC2, PIS or the phase signals properly due to poor line, conditions.</li><li>• Cannot receive GC2, PIS or phase signals from the other party properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive the signals immediately before GC2, PIS or the phase signals properly.</li><li>• Adjust the NL equalizer so the other party can receive the signals immediately before GC2, PIS or the phase signals properly.</li><li>• Have the other party boost the transmission level so they can receive the signals immediately before GC2, PIS or the phase signals properly.</li></ul>

**##009 [TX/RX] Failed to Detect Last Tonal Signal from the Other Party**

Cause	Remedy
Line noise.	<ul style="list-style-type: none"> <li>• Contact the telephone company and request line maintenance.</li> </ul>

**##010 [ RX ] Failed Phase Synchronization on First Sheet during Reception in G2 or MF1**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive the phase signal from the other party properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive the phase signals properly.</li> <li>• Adjust the NL equalizer so the other party can receive the phase signals properly.</li> </ul>

<b>##011[ RX ] Fail to Receive Picture Signals for 5 Seconds after CFR2 Transmission upon G2 Reception</b>	
<b>Cause</b>	<b>Remedy</b>
Cannot receive the picture signals from the other party properly due to poor line,conditions.	<ul style="list-style-type: none"><li>• Have the opponent boost the transmission level for proper reception of the picture signals.</li><li>• Adjust the NL equalizer to receive the picture signals properly.</li></ul>
<b>##012[ RX ] Receive Signals Other than PIS and GC2 after Detecting MCF2 or GI2 when EOM is Received during G2 Reception</b>	
<b>Cause</b>	<b>Remedy</b>
▸ Abnormal protocol.	<ul style="list-style-type: none"><li>• Record the protocol on DAT tapes and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

### ##013[ TX ] Receive PIS during Picture Signal Transmission in G2 Mode

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other machine is out of paper.</li> </ul>	<ul style="list-style-type: none"> <li>• Request the other party to supply their machine with recording paper.</li> </ul>

### ##050 [ RX ] Thermal Head Thermistor Detects Abnormality

Cause	Remedy
<ul style="list-style-type: none"> <li>• Thermal head trouble.</li> <li>• SCNT board trouble.</li> <li>• Power unit trouble.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the thermal head.</li> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> <li>• Replace the power unit.</li> </ul>



### ##051 [TX/RX] Stepping Motor Trouble

Cause	Remedy
Gear unit trouble. Cutter trouble. SCNT board trouble.	<ul style="list-style-type: none"><li>• Replace gear unit.</li><li>• Replace cutter.</li><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

### ##052 [TX/RX] Backup Memory Damaged

Cause	Remedy
<ul style="list-style-type: none"><li>▸ Affected by noise.</li><li>▸ Backup battery trouble.</li><li>▸ SCNT board trouble.</li></ul>	<ul style="list-style-type: none"><li>• Print out all the data, clear the memory and then re-register them.</li><li>• Replace the backup battery.</li><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**##053 [TX/RX] Thermal Head or Thermistor of the Motor Detects Abnormality**

Cause	Remedy
<p>Performed continuous copy, transmission or reception for prolonged period.</p> <p>Thermal head trouble.</p> <p>Motor trouble.</p> <p>Thermistor trouble.</p>	<ul style="list-style-type: none"> <li>• Turn off the power and let the machine rest for a while.</li> <li>• Replace the thermal head.</li> <li>• Replace the motor.</li> <li>• Replace the thermistor attached unit.</li> </ul>

**##054 [TX/RX] Image Memory Backup Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Image memory backup secondary battery is dry.</li> <li>• DRAM failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Leave power ON for five days. Battery will recharge, but data are cleared.</li> <li>• Replace the backup secondary battery.</li> <li>• Replace the SCNT board.</li> </ul>

##100[ TX ] Excessive Repeat Protocol during Transmission	
Cause	Remedy
<p>[ Q signal transmission after picture signals ]</p> <ul style="list-style-type: none"> <li>• The other party cannot receive picture or Q signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive picture or Q signals properly.</li> <li>• Lower the transmission start speed to 4800 bps.</li> <li>• Adjust the NL equalizer so the other party can receive picture or Q signals properly.</li> <li>• Add an EPT on the V29 modem signals.</li> <li>• Adjust the continuous transmission time of 1 before transmitting the picture signal so the other party can receive picture signals properly.</li> <li>• Lengthen the no-sound time after receiving CFR so the other party can receive picture signals properly.</li> </ul>
<p>[After TCF transmission before picture signals ]</p> <ul style="list-style-type: none"> <li>• The other party cannot properly receive due to low transmission level.</li> <li>• The other party experienced echo malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can properly receive the signals.</li> <li>• Take echo measures in accordance with the Service Manual.</li> <li>• Press the start button after confirming the first DIS from the other party during a manual call.</li> <li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li> </ul>

### ##101 [TX/RX] Modem Speed Different from Other Party

Cause	Remedy
<p>[ Transmission ]</p> <ul style="list-style-type: none"> <li>• The modem transmission speed is different from other machine.</li> <li>• The fall back speed is not the same as in the other machine.</li> </ul>	<ul style="list-style-type: none"> <li>• There are no measures possible since the modem speed is dependent on the specifications of the machine.</li> <li>• Boost the transmission level so the other party can receive TCF properly.</li> <li>• Adjust the NL equalizer so the other party can receive TCF properly.</li> <li>• Take echo measures in accordance with the Service Manual.</li> <li>• Press the start button after confirming the first DIS from the other party during a manual call</li> <li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li> <li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li> </ul>
<p>[ Reception ]</p> <ul style="list-style-type: none"> <li>• The modem transmission speed is different from the other machine.</li> </ul>	<ul style="list-style-type: none"> <li>• There are no measures possible since the modem speed is dependent on the specifications of the machine.</li> </ul>

##102 [ TX ] Fall Back Failure during Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• TCF is not transmitted properly due to poor line, conditions.</li></ul> <p>Other party experienced echo malfunction.</p>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can properly receive TCF.</li><li>• Adjust the NL equalizer so the other party can properly receive TCF.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li></ul>

## 2: Service Error Codes

##104 [ TX ] RTN or PIN Received during Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party cannot receive picture signals properly due to poor line, conditions.</li><li>• Other party experienced echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive picture signals properly.</li><li>• Lower the transmission start speed to 4800 bps.</li><li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li><li>• Add an EPT on the V29 modem signals.</li><li>• Have the other party relax their RTN transmission conditions so they will not transmit RTN.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other party lower the reception level to prevent the other party from receiving echo signals.</li></ul>

### ##105[ RX ] Over 40 Continuous Lines of Data Error during Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• Can not receive picture signal properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level for proper reception of the picture signal.</li> <li>• Have the other party lower their transmission start speed to 4800 bps.</li> <li>• Adjust the NL equalizer so the picture signal can properly be received.</li> </ul>

### ##106 [ RX ] Fail to Receive Protocol for 6 Seconds when Waiting for Protocol during Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive protocol properly from the other party due to poor line, conditions.</li> <li>• The other party cannot receive the signals properly due to poor line, conditions.</li> <li>• Malfunction due to echo.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level for proper reception of the procedure signal.</li> <li>• Boost the transmission level so the other party can receive the signal properly.</li> <li>• Perform echo measures in accordance with the Service Manual.</li> <li>• Lower the transmission level to prevent the transmitted signal from echoing.</li> </ul>

### **##107 [ RX ] Fall Back Failure on Transmission Side during Reception**

Cause	Remedy
<ul style="list-style-type: none"><li>• Cannot receive the other party's signal properly after receiving at 2400 bps due to poor line, conditions.</li><li>• Malfunction in echo.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so they can receive the signals properly.</li><li>• Adjust the NL equalizer so signals from the other party can be received properly.</li><li>• Relax the TCF Assessment standard to prevent FTT transmission.</li><li>• Relax the RTN transmission conditions to prevent RTN transmission.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Lower the transmission level to prevent the transmitted signal from echoing.</li></ul>



### ##108 [ TX ] Detect Polarity Inversion during Transmission in F-Networks 2

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Attempted to send more than 32 documents at one time.</li> <li>▸ The length of one document is longer than two A4 size sheets (594 mm).</li> <li>▸ The other party released the line during transmission.</li> <li>▸ STOC detected an abnormality.</li> <li>▸ Presence of tariff pulse.</li> </ul>	<ul style="list-style-type: none"> <li>• Divide the transmission load so that it is under 31 sheets.</li> <li>• Divide the length of the document so that it is shorter than two A4 size sheets.</li> <li>• Retransmit.</li> <li>• Call NTT notifying the trouble.</li> </ul>

### ##109 [ TX ] Receive Signals Other than DIS, DTC, FTT, CFR or CRP after DCS Transmission and Exceed the Number of Protocol re-transmissions during Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the Technical Center to analyze the information.</li> </ul>

##110 [ TX ] Detect PIS during Picture Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party's line was released.</li></ul>	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>
##111 [TX/RX] Memory Error	
Cause	Remedy
<ul style="list-style-type: none"><li>• Noise causes data error when printing the data in the image memory.</li><li>• Noise cause erroneous dialing. (the print/display pointer of the telephone number and the pointer of the calling side does not match)</li></ul>	<ul style="list-style-type: none"><li>• Print the entire data, clear the memory and then re-register the data.</li><li>• Replace the SCNT board.</li></ul>

### ##108 [ TX ] Detect Polarity Inversion during Transmission in F-Networks 2

Cause	Remedy
<ul style="list-style-type: none"> <li>Attempted to send more than 32 documents at one time.</li> <li>The length of one document is longer than two A4 size sheets (594 mm).</li> <li>The other party released the line during transmission.</li> <li>STOC detected an abnormality.</li> <li>Presence of tariff pulse.</li> </ul>	<ul style="list-style-type: none"> <li>Divide the transmission load so that it is under 31 sheets.</li> <li>Divide the length of the document so that it is shorter than two A4 size sheets.</li> <li>Retransmit.</li> <li>Call NTT notifying the trouble.</li> </ul>

### ##109 [ TX ] Receive Signals Other than DIS, DTC, FTT, CFR or CRP after DCS Transmission and Exceed the Number of Protocol re-transmissions during Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>Abnormal protocol.</li> </ul>	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the Technical Center to analyze the information.</li> </ul>

##110 [ TX ] Detect PIS during Picture Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party's line was released.</li></ul>	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>
##111 [TX/RX] Memory Error	
Cause	Remedy
<ul style="list-style-type: none"><li>• Noise causes data error when printing the data in the image memory.</li><li>• Noise cause erroneous dialing. (the print/display pointer of the telephone number and the pointer of the calling side does not match)</li></ul>	<ul style="list-style-type: none"><li>• Print the entire data, clear the memory and then re-register the data.</li><li>• Replace the SCNT board.</li></ul>

### ##112[ TX ] Receive DIS Three Times during Transmission

Cause	Remedy
<p>The other party cannot receive the signals properly due to low transmission level.</p> <p>The other party experienced echo malfunction.</p>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive the signals properly.</li> <li>• Perform echo measures in accordance with the Service Manual.</li> <li>• Press the start button after confirming the first DIS from the other party during a manual call.</li> <li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li> <li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li> </ul>

## 2: Service Error Codes

##113 [ TX ] Receive Signals Other than MCF, RTP, RTN, PIP or PIN after Q or PRI-Q in Transmission	
Cause	Remedy
Abnormal protocol.	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
##114 [ RX ] RTN Transmission during Reception	
Cause	Remedy
<ul style="list-style-type: none"><li>Cannot receive picture signals properly from the other party due to poor line, conditions.</li><li>Malfunction due to CFR echo.</li></ul>	<ul style="list-style-type: none"><li>Have the opponent boost the transmission level to receive the picture signals properly.</li><li>Have the other party lower the transmission start speed to 4800 bps.</li><li>Adjust the NL equalizer so picture signals can properly be received.</li><li>Loosen the RTN transmission conditions to prevent RTN transmission.</li><li>Perform echo measures in accordance with the Service Manual.</li><li>Lower the transmission level to prevent echo reception of transmitted CFR.</li></ul>

**##115 [ TX ] Exceeded the One-Line Maximum  
Transmission Time (5 seconds) during  
Picture Transmission**

**Cause**

- Volum of encoded data very large, due to too many fine lines in the document.

**Remedy**

- Make a copy of the document with a copier and then transmit.
- Transmit without setting the halftone or AA mode.

**##116 [TX/RX] Detect Loop Current Disconnection during  
Communication [Swiss Specifications]**

**Cause**

- The other party released the line.
- Exchanger malfunction.
- Insufficient loop current.

**Remedy**

- Retransmit.
- Contact the telephone company.

### ##117 [ RX ] Receive DCN after DIS Transmission from the Second Sheet

Cause	Remedy
<p>Poor line inhibits proper DIS transmission.</p> <p>The other party pressed the stop button.</p>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive DIS properly.</li><li>• Have the other party retransmit.</li></ul>

### ##118 [ RX ] T1 Timer Over after Reception of Second Sheet

Cause	Remedy
<ul style="list-style-type: none"><li>• The other party cannot receive signals properly due to poor line, conditions.</li><li>• Cannot receive signals from the other party properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive signals properly.</li><li>• Have the other party boost the transmission level to receive signals properly.</li></ul>



### ##120 [ TX ] Mechanical Abnormality in the Document Transport Unit

Cause	Remedy
<ul style="list-style-type: none"> <li>• Communication was interrupted as a preventive measure since there was a mechanical abnormality in the document transport unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Check each part of the document transport unit for any abnormalities in accordance with the Service Manual.</li> </ul>

### ##121 [ RX ] Ink Sheet and Recording Paper Cling Together

Cause	Remedy
<ul style="list-style-type: none"> <li>• Applied energy to thermal head is too high.</li> </ul>	<ul style="list-style-type: none"> <li>• Lower the resistance rank of the thermal head. (printing will be lighter)</li> <li>• Contact the local Canon office and/or Technical Center.</li> </ul>

<b>##122[ TX ] Other party does not have ITU-T recommended transmission function</b>	
<b>Cause</b>	<b>Remedy</b>
The other party's DIS bit 33 is ON, and there is no transmission function displayed in bits 34-37.	<ul style="list-style-type: none"><li>• Transmit to a fax whose bits 33 and over are not covered by recommendations.</li><li>• Transmit to a fax whose bits 33 and over are not defined.</li></ul>
<b>##200 [ RX ] Fail to Detect Picture Reception Carrier for 5 Seconds during Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Can not receive picture signals properly due to poor line, conditions.</li><li>• CFR echo inhibits training signal reception, resulting in time over.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so picture signals can be received properly.</li><li>• Have the other party lower the transmission start speed to 4800 bps.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Lower the transmission level so echo of the transmitted CFR is not received.</li></ul>

### ##201 [TX/RX] DCN Reception Other than Normal Binary Protocol

Cause	Remedy
<p>The other party cannot receive. (out of paper)</p> <p>The user telephone number is not registered. (if the receiver is a Ricoh 3000L model)</p> <ul style="list-style-type: none"> <li>• No response to bell tone after talk reservation.</li> <li>• Wrong password during polling reception.</li> <li>• Document is not set upon polling transmission.</li> <li>• Transmission was reserved from the other party however, your machine was out of recording paper.</li> <li>• The other party cannot receive protocol properly due to poor line, conditions.</li> <li>• Malfunction caused by echo.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party set their machine to allow for reception. (replenish recording paper)</li> <li>• Register user telephone number.</li> <li>• Contact by phone.</li> <li>• If the other party is using a Canon model then contact them and match the passwords. If the other party is using a non-Canon model then contact them and set all passwords to [1].</li> <li>• Set the document and have the other party call again.</li> <li>• Replenish the machine with recording paper.</li> <li>• Boost the transmission level so the other party can receive the protocol properly.</li> <li>• Perform echo measures in accordance with the Service Manual.</li> <li>• Lower the transmission level to prevent echo reception.</li> </ul>

## 2: Service Error Codes

<ul style="list-style-type: none"><li>▸ The other transmitter exceeded the number of protocol re-transmissions since they could not receive the picture or Q signals.</li><li>▸ The other transmitter could not fall back due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>▸ Have the other party boost their transmission level so they can receive the signals properly.</li><li>▸ Adjust the NL equalizer so proper signal reception is possible.</li><li>▸ Have the other party lower their transmission start speed to 4800 bps.</li><li>▸ Relax the TCF assessment criteria to prevent FTT transmission.</li><li>▸ Adjust the NL equalizer so proper signal reception is possible.</li><li>▸ Relax the RTN transmission conditions to prevent RTN transmission.</li></ul>
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**##202 [TX/RX] Fail to Detect the Last Binary Signal from the Other Party**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Line noise.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the telephone company and request lines maintenance.</li> </ul>

**##203 [TX/RX] Operational Error due to Causes Other than #003 to #008**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ The machine was switching between transmission and reception, or was out of recording paper, or the document was not set during polling. (only during communication between FAX-401 H model)</li> </ul>	<ul style="list-style-type: none"> <li>• Set the document or replenish the machine with recording paper.</li> </ul>

<b>##204 [ TX ] Receive DTC without Transmission Data In Direct Tx, CEP 2, Receive DIS after Image Transmission without Transmission Data</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• DTC received ]</li><li>• Abnormal protocol.</li></ul> <ul style="list-style-type: none"><li>• DIS received ]</li><li>• In CEP 2 transmission, the actual condition of the other party is different from that registered with the sending fax.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> <li>• Resend.</li><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
<b>##205 [ TX ] Data Error during Image Memory Storage</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Trouble with image storage memory.</li></ul>	<ul style="list-style-type: none"><li>• Replace the circuit board (SCNT, etc.) mounted for the transmission memory.</li></ul>

**###220 [TX/RX] System Error (main program runaway)**

Cause	Remedy
CPU malfunctioned due to noise.	<ul style="list-style-type: none"><li>• Turn the power OFF and then back ON.</li></ul>

**###221 [ RX ] Actual-Size Recording Crystal Breakdown**

Cause	Remedy
Trouble with crystal for actual-size recording.	<ul style="list-style-type: none"><li>* Replace the crystal attached unit for actual-size recording.</li><li>• Replace the SCNT board.</li></ul>

## 2: Service Error Codes

##222 [ RX ] 90% Compression Recording Crystal Breakdown	
Cause	Remedy
Trouble with crystal for 90% compression recording.	<ul style="list-style-type: none"><li>• Replace the crystal attached unit for 90% compression recording.</li><li>• Replace the SCNT board.</li></ul>
##223 [ TX ] Line Disconnected during Communication	
Cause	Remedy
• Stop button was pressed during picture signal transmission.	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>



**##224 [TX/RX] Abnormal Protocol during G3 Communication**

Cause	Remedy
Abnormal protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

**##226 [TX/RX] Stack Pointer Not within RAM Range**

Cause	Remedy
CPU malfunctioning due to noise.	<ul style="list-style-type: none"> <li>Turn the power OFF and then back ON.</li> </ul>

### ##227 [ RX ] Attempt to Record File without Picture Data

Cause	Remedy
<ul style="list-style-type: none"><li>• Unknown.</li></ul>	<ul style="list-style-type: none"><li>• This is an error code to test for memory trouble for the L770 series. There are no measures possible since there are no results concerning this trouble.</li></ul>

### ##228 [ RX ] Abnormal Picture Control Information

Cause	Remedy
<ul style="list-style-type: none"><li>• Unknown.</li></ul>	<ul style="list-style-type: none"><li>• This is an error code to test for memory trouble for the L770 series. There are no measures possible since there are no results concerning this trouble.</li></ul>

**##229 [ RX ] Recording Unit Locked for 1 Minute**

Cause	Remedy
Unknown.	<ul style="list-style-type: none"> <li>• Cancel the lock, press the start button and print the picture data.</li> <li>• Replace the ROM. (U.K. only)</li> </ul>

**##230 [TX/RX] Display Control Unit Malfunction**

Cause	Remedy
The UPI to control the display did not function properly.	<ul style="list-style-type: none"> <li>• Replace the display control unit (display unit, etc.).</li> </ul>

##231 [TX/RX] Button Control Unit Malfunction	
Cause	Remedy
<ul style="list-style-type: none"><li>• The UPI to control the button did not function properly.</li></ul>	<ul style="list-style-type: none"><li>• Replace the button control unit (operation unit, etc.).</li></ul>
##232 [ TX ] ENCODE Control Unit Malfunction	
Cause	Remedy
<ul style="list-style-type: none"><li>• The UPI to control the ENCODE did not function properly.</li></ul>	<ul style="list-style-type: none"><li>• Replace the ENCODE control unit (SCNT board, etc.).</li></ul>

##233 [ TX ] CCD Control Unit Malfunction	
Cause	Remedy
• The operation of the UPI to control CCD did not finish properly.	• Replace the CCD control unit (Video 2 unit, etc.).
##234 [ TX ] READ Control Unit Malfunction	
Cause	Remedy
• The operation of the UPI to control READ operations did not finish properly.	• Replace the READ control unit (Video 2 unit, etc.).

##235 [TX/RX] G2 Modem Control Unit Malfunction	
Cause	Remedy
▸ The operation of the UPI to control the G2 modem did not finish properly.	<ul style="list-style-type: none"><li>• Replace the G2 modem control unit (MOD2 unit, etc.).</li></ul>
##236 [TX/RX] G3 Modem Control Unit Malfunction	
Cause	Remedy
▸ The operation of the UPI to control the G3 modem did not finish properly.	<ul style="list-style-type: none"><li>• Replace the G3 modem control unit (MOD2 unit, etc.).</li></ul>

**##237 [ RX ] DECODE Control UPI Malfunction**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The operation of the UPI to control the DECODE operations did not finish properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the DECODE control unit (PRINT, etc.).</li> </ul>

**##238 [ RX ] PRINT Control Unit Malfunction**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The operation of the UPI to control the PRINT operations did not finish properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the PRINT control unit (SCNT board, etc.).</li> </ul>

##239 [TX/RX] TONAL Control Unit Malfunction	
Cause	Remedy
• The operation of the UPI to control the TONAL operations did not finish properly.	• Replace the TONAL control unit (MOD2 unit, etc.).
##244 [TX/RX] OPT2 Control Unit Malfunction	
Cause	Remedy
• The operation of the UPI to control the OPT2 did not finish properly.	• Replace the OPT2 control unit (OPT2 unit, etc.).



**##260 [TX/RX] System Error between Modem and SCNT**

Cause	Remedy
<ul style="list-style-type: none"><li>Defective internal unit. (CS will not set to 0 when RS is set to 0)</li></ul>	<ul style="list-style-type: none"><li>Replace the modem or modem attached circuit board.</li><li>Replace the SCNT board.</li></ul>

**##261 [TX/RX] System Error between Modem and SCNT**

Cause	Remedy
<ul style="list-style-type: none"><li>Defective internal unit. (CS will not set to 1 when RS is set to 1)</li></ul>	<ul style="list-style-type: none"><li>Replace the modem or modem attached circuit board.</li><li>Replace the SCNT board.</li></ul>

### **##262 [ TX ] CFR Detection Filter Output Cannot Be Turned OFF during MF1 Transmission**

<b>Cause</b>	<b>Remedy</b>
Defective internal unit.	<ul style="list-style-type: none"><li>• Replace NCU board.</li></ul>

### **##263 [TX/RX] Fail to Respond for 20 Seconds after Detecting Preamble**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Continuos line noise.</li><li>• The other party's preamble is too long.</li><li>• Defective internal unit.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost their transmission level to receive signals properly.</li><li>• Have the other party set their preamble length to 1 second.</li><li>• Replace SCNT board.</li><li>• Replace the modem or modem attached circuit board.</li><li>• Replace NCU board.</li></ul>

**##264 [ RX ] Fail to Receive Picture Signals within 10  
Seconds after Entering Picture Reception  
Status**

Cause	Remedy
<ul style="list-style-type: none"><li>• Can not receive picture signals properly due to poor line, conditions.</li><li>• Malfunction due to CRF echo.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party lower their transmission start speed to 4800 bps.</li><li>• Adjust the NL equalizer to properly receive picture signals.</li><li>• Have the other party boost the transmission level to receive picture signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Lower the transmission level to prevent reception of the transmitted CRF echo.</li></ul>

##265 [TX/RX] SCNT Hardware Signal Error	
Cause	Remedy
▸ Defective internal unit. (the correct modem speed is not selected)	<ul style="list-style-type: none"><li>• Replace the modem or modem attached circuit board.</li><li>• Replace the SCNT board.</li></ul>
##266 [TX/RX] Internal Signal Error	
Cause	Remedy
▸ Defective internal unit. (byte pack interrupt was not generated)	<ul style="list-style-type: none"><li>• Replace the modem or modem attached circuit board.</li><li>• Replace the SCNT board.</li></ul>

**##267 [TWRX] Internal Memory Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (EEPROM WRITE ERROR)</li> </ul>	<ul style="list-style-type: none"> <li>Replace the SCNT board.</li> <li>Replace the modem or modem attached circuit board.</li> </ul>

**##271 [ RX ] Detected 1650 Hz Binary Signal after CFR Transmission However Failed to Receive Binary Signal within 10 Seconds**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (byte pack interrupt was not generated)</li> </ul>	<ul style="list-style-type: none"> <li>Replace the SCNT board.</li> <li>Replace the modem or modem attached circuit board.</li> </ul>

##280 [ TX ] Excessive Repeat Protocol Command during Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• The other party cannot receive properly after TCF due to low transmission level.</li><li>• The other party experienced echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive the signals properly.</li><li>• Take echo measures in <b>accordance</b> with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the <b>auto</b>-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other party lower their transmission level to prevent echo reception.</li></ul>

**##281[ TX ] Excessive Repeat Protocol Command during Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>Proper signal was not received after EOP transmission since the picture signal or EOP was not transmitted properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Boost the transmission level so the other party can receive picture or EOP signals properly.</li> <li>Lower the transmission start speed to 4800 bps.</li> </ul> <p>Adjust the NL equalizer so the other party can receive picture or EOP signals properly .</p> <ul style="list-style-type: none"> <li>Add an EPT to the V29 modem signals.</li> <li>Adjust the continuous transmission time of 1 before transmitting the picture signal so the other party can receive picture signals properly .</li> <li>Lengthen the no-sound time after receiving CFR so the other party can receive picture signals properly.</li> </ul>

<b>##282 [ TX ] Excessive Repeat Protocol during Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
Proper signal was not received after EOM transmission since the picture signal or EOM was not transmitted properly due to poor line conditions.	<ul style="list-style-type: none"><li>▸ Boost the transmission level so the other party can receive picture or EOM signals properly.</li><li>▸ Lower the transmission start speed to 4800 bps.</li><li>▸ Adjust the NL equalizer so the other party can receive picture or EOM signals properly.</li><li>▸ Add an EPT to the V29 modem signals.</li><li>▸ Adjust the continuous transmission time of 1 before transmitting the picture signal so the other party can receive picture signals properly.</li><li>▸ Lengthen the no-sound time after receiving CFR so the other party can receive picture signals properly.</li></ul>



### ##283 [ TX ] Excessive Repeat Protocol during Transmission

Cause	Remedy
<p>Proper signal was not received after MPS transmission since the picture signal or MPS was not transmitted properly due to poor line, conditions.</p>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive picture or MPS signals properly.</li> <li>• Lower the transmission start speed to 4800 bps.</li> <li>• Adjust the NL equalizer so the other party can receive picture or MPS signals properly.</li> <li>• Add an EPT to the V29 modem signals.</li> <li>• Adjust the continuous transmission time of 1 before transmitting the picture signal so the other party can receive picture signals properly.</li> <li>• Lengthen the no-sound time after receiving CFR so the other party can receive picture signals properly.</li> </ul>

##284 [ TX ] DCN Reception after TCF Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>▸ The other party cannot receive. (out of paper or the document is not set)</li><li>▸ The user telephone number is not registered. (if the receiver is a Ricoh 3000L model)</li><li>▸ The other party cannot receive.</li><li>▸ The other party experienced an echo malfunction.</li><li>▸ Indicated relay command to other party however, the other party was in the middle of relay broadcasting.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party set their machine to allow for reception. (replenish recording paper)</li><li>• Register user telephone number.</li><li>• Boost the transmission level so the other party can receive the signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other party lower their transmission level to prevent echo reception.</li><li>• Retransmit at a later time.</li></ul>

**##285 [ TX ] DCN Reception after EOP Transmission**

Cause	Remedy
<ul style="list-style-type: none"><li>• Stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>

**##286 [ TX ] DCN Reception after EOM Transmission**

Cause	Remedy
<ul style="list-style-type: none"><li>• Stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>

<b>##287 [ TX ] DCN Reception after MPS Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Retransmit.</li></ul>
<b>##288 [ TX ] Receive Signals Other than PIN, PIP, MCF, RTP or RTN after EOP Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

### ##289 [ TX ] Receive Signals Other than PIN, PIP, MCF, RTP or RTN after EOM Transmission

Cause	Remedy
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

### ##290 [ TX ] Receive Signals Other than PIN, PIP, MCF, RTP or RTN after MPS Transmission

Cause	Remedy
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

<b>##291[ TX ] Receive Non-DTC Signal in DTC Stand-by after the Second DTC Reception during Polling Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>
<b>##292 [ RX ] Fail to Detect EOL at the start of the Picture Signal for 5 Seconds after CFR Transmission during Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"> <li>Proper EOL signal at the start of the picture signal was not received due to poor line, conditions.</li> <li>CFR echo malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Have the other party lower the transmission start speed to 4800 bps.</li> <li>Boost the transmission level so the other party can receive picture or EOL signals properly.</li> <li>Adjust the NL equalizer so the other party can receive picture or EOL signals properly.</li> <li>Perform Echo procedures in accordance with the Service Manual.</li> <li>Lower the transmission level to prevent echo reception of the transmitted CRF.</li> </ul>

### ##293 [ RX ] Fail to Detect Carrier at the start of the Picture Signal for 6 Seconds after CFR Transmission during Reception

#### Cause

#### Remedy

Proper carrier signal at the start of the picture signal was not received due to poor line, conditions.

CFR echo malfunction.

- Have the other party lower the transmission start speed to 4800 bps.
- Adjust the NL equalizer so the other party can receive carrier signals properly.
- Boost the transmission level so the other party can receive carrier signals properly.
- Perform Echo procedures in accordance with the Service Manual.
- Lower the transmission level to prevent echo reception of the transmitted CFR.

### **##294 [ RX ] Fail to Receive Protocol for 6 Seconds after RTN or PIN Transmission during Reception**

<b>Cause</b>	<b>Remedy</b>
<p>The other party cannot receive RTN or PIN due to poor line, conditions.</p> <p>cannot receive Protocols from the other party due to poor line, conditions.</p>	<ul style="list-style-type: none"><li>• Boost transmission level so other party can receive RTN or PIN properly.</li><li>• Have the other party boost the transmission level to receive protocol properly.</li></ul>

### **##300[ TX ] Interface Error between Reader and Controller**

<b>Cause</b>	<b>Remedy</b>
<p>• Defective internal unit. (The wait signal will not go off for 8 seconds when waiting to respond to the reader after the fluorescent light goes on.)</p>	<ul style="list-style-type: none"><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>



**##301 [ TX ] Interface Error between Reader and Controller**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (The wait signal will not go OFF for 3 seconds when waiting to respond to the reader after prescanning the document length.)</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

**##302 [ TX ] Interface Error between Reader and Controller**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (+24V down)</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

## 2: Service Error Codes

##303 [TX/RX] Page Memory Error	
Cause	Remedy
<ul style="list-style-type: none"><li>Defective internal unit. (fail to detect RP END signal)</li></ul>	<ul style="list-style-type: none"><li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>
##304[ RX ] Fail Memory Copy Failure	
Cause	Remedy
<ul style="list-style-type: none"><li>Defective internal unit. (RECORD will not go ON during memory copy)</li></ul>	<ul style="list-style-type: none"><li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**##305 [ TX ] System Error between Modem and MCPU**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (CS of high speed modem will not go ON)</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

**##306 [ TX ] System Error between Modem and MCPU**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit. (CS of high speed modem will not turn OFF)</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

##307 [TX/RX] Bad Communication Mode	
Cause	Remedy
CPU malfunction due to noise.	<ul style="list-style-type: none"><li>• Turn the power OFF and then back ON.</li></ul>

##308 [TX/RX] 1 Frame Time Over during HDLC Transmission	
Cause	Remedy
CPU malfunction due to noise.	<ul style="list-style-type: none"><li>• Turn the power OFF and then back ON.</li></ul>

**##309 [TX/RX] Command Error between SCPU and MCPU**

Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

**##310[ RX ] CD (Carrier Detect) Fails to Go On during Training Check**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Defective internal unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

##311 [ RX ] Control Error	
Cause	Remedy
Defective internal unit. (RTC does not go on after RCVEND reception during T4 decoder)	<ul style="list-style-type: none"><li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service <b>Manual</b>.</li></ul>
##312 [ RX ] Control Error	
Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"><li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**##320 [ RX ] Printer (LBP) Ready Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit.</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-17 for LC5000/5500, LC7000/7500, FAX-L500/550 and FAX-L600.)</li> </ul>

**##321 [ RX ] Printer (LBP) Status Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>Defective internal unit.(Returning status signal is abnormal)</li> </ul>	<ul style="list-style-type: none"> <li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-17 for LC5000/5500, LC7000/7500, FAX-L500/550 and FAX-L600.)</li> </ul>

##322 [ RX ] Printer (LBP) Fixing Unit Trouble	
Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-1 7 for LC5000/5500, LC7000/7500, FAX-L500/550, FAX-L600, and see page A-1 9 for CFX-L4000 and FAX-L300.)</li></ul>
##323 [ RX ] Printer (LBP) BD (Beam Detect) Trouble	
Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-1 7 for LC5000/5500, LC7000/7500, FAX-L500/550, FAX-L600, and see page A-20 for CFX-L4000 and FAX-L300.)</li></ul>



**##324 [ RX ] Printer (LBP) Scanner Trouble**

Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-1 7 for LC5000/5500, LC7000/7500, FAX-L500/550, FAX-L600, and see page A-20 for CFX-L4000 and FAX-L300.)</li> </ul>

**##325 [ RX ] Printer (LBP) Main Moter Trouble**

Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-1 6 for LC5000/5500, LC7000/7500, FAX-L500/550, and FAX-L600.)</li> </ul>

### ##326 [ RX ] Printer (LBP) Trouble

Cause	Remedy
Defective internal unit.(LBP VSREQ(vertical synchronous request signal) does not go on)	Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.

### ##327 [ RX ] Printer (LBP) Trouble

Cause	Remedy
Defective internal unit.(LBP VSREQ(vertical synchronous request signal) does not go off)	<ul style="list-style-type: none"><li>Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li></ul>

**##328 [ RX ] Printer (LBP) Trouble**

Cause	Remedy
Defective internal unit.	<ul style="list-style-type: none"> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> </ul>

**##329 [ RX ] Abnormal Detection by Thermistor of Thermal Head**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Thermal head trouble.</li> <li>▸ SCNT board trouble.</li> <li>▸ Power unit trouble.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the thermal head.</li> <li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual.</li> <li>• Replace the power unit.</li> </ul>

<b>##330 [TX/RX] Power Supply Unit ACVIN Signal Abnormality</b>	
<b>Cause</b>	<b>Remedy</b>
• Defective internal unit.	• Correct the problem according to procedures indicated in the Service Manual. (See page A-1 8 for LC5000/5500, LC7000/7500, FAX-L500/550 and FAX-L600.)
<b>##331 [TX/RX] The Remaining Amount of the BJ Cartridge Ink cannot be Detected</b>	
<b>Cause</b>	<b>Remedy</b>
• The ink sensor is defective.	• Replace the ink sensor and register the ink level again.

<b>##330 [TX/RX] Power Supply Unit ACVIN Signal Abnormality</b>	
<b>Cause</b>	<b>Remedy</b>
• Defective internal unit.	<ul style="list-style-type: none"><li>• Correct the problem according to procedures indicated in the Service Manual. (See page A-1 8 for LC5000/5500, LC7000/7500, FAX-L500/550 and FAX-L600.)</li></ul>

<b>##331 [TX/RX] The Remaining Amount of the BJ Cartridge Ink cannot be Detected</b>	
<b>Cause</b>	<b>Remedy</b>
• The ink sensor is defective.	<ul style="list-style-type: none"><li>• Replace the ink sensor and register the ink level again.</li></ul>

**##332[TX/RX] Printer Control DRAM Check Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Printer control DRAM malfunction.</li> <li>• SCNT board malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li> <li>• Replace the board containing a printer control DRAM.</li> <li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li> <li>• Replace the SCNT board.</li> </ul>

**##333 [TX/RX] Printer Control ROM Check Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Printer control ROM malfunction.</li> <li>• SCNT board malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li> <li>• Replace the board containing a printer control ROM.</li> <li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li> <li>• Replace the SCNT board.</li> </ul>

##334 [TX/RX] Printer Control EEPROM Check Error	
Cause	Remedy
<p>Printer control EEPROM is damaged.</p> <p>Printer control EEPROM malfunction. SCNT board malfunction.</p>	<ul style="list-style-type: none"><li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li><li>• EEPROM data are automatically initialised when this error occurs. Check the ink capacity of the ink suction unit waste ink tank, and input the waste ink tank capacity value, corresponding to the amount of absorbed ink.</li><li>• Turn the power OFF/ON. (Unplug the cord and plug it in again.)</li><li>• Replace the SCNT board.</li></ul>
##335 [TX/RX] Data Communication Error between System Control Section and Printer Control Section	
Cause	Remedy
<p>Defective internal unit.</p>	<ul style="list-style-type: none"><li>• Correct the problem according to the [ Trouble Shooting ] procedures indicated in the Service Manual. (See page A-20 for CFX-L4000 and FAX-L300.)</li></ul>

**##336 [TX/RX] BJ Head Temperature Malfunction**

Cause	Remedy
<ul style="list-style-type: none"> <li>• BJ cartridge(BJ head) malfunction.</li> <li>• The BJ controller in the BJ printer control unit is defective.</li> <li>• SCNT board malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off the power and pull out the power cord. Let the machine stand for a while, so that the BJ head can cool down.</li> <li>• Replace the BJ cartridge.</li> <li>• Replace the board containing the BJ controller.</li> <li>• Replace the SCNT board.</li> </ul>

**##337 [ RX ] BJ Head Temperature Sensor Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>• BJ cartridge(BJ head) malfunction.</li> <li>• The BJ controller in the BJ printer control unit is defective.</li> <li>• SCNT board malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the BJ cartridge.</li> <li>• Unplug the power cord and let the head cool.</li> <li>• Replace the PC board containing the BJ controller.</li> <li>• Unplug the power cord and let the head cool.</li> <li>• Replace the SCNT board.</li> </ul>



##338 [ RX ] Printing Position Correction Failed	
Cause	Remedy
<ul style="list-style-type: none"><li>▸ Carriage movement prevented by one of the following.<ul style="list-style-type: none"><li>- Damaged shaft</li><li>- Parts deformed</li><li>- Insufficient grease</li><li>- Dirty sliding part of the pressure plate</li><li>- Foreign material in the carriage</li></ul></li><li>▸ Bi-directional print displacement correction failed because the carriage motor is out of step, or some similar reason.</li></ul>	<ul style="list-style-type: none"><li>- Replace the shaft</li><li>- Replace the deformed parts</li><li>- Apply more grease</li><li>- Clean the sliding part of the pressure plate.</li><li>- Remove the foreign material in the carriage.</li><li>• Replace the trailer unit and carriage unit.</li></ul>
##339 [ RX ] BJ Head Voltage Malfunction Error	
Cause	Remedy
<ul style="list-style-type: none"><li>• BJ cartridge (BJ head) malfunction.</li><li>• The BJ controller in the BJ printer control unit is faulty.</li><li>• SCNT board malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>• Replace BJ cartridge.</li><li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>• Replace the board containing the BJ controller.</li><li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>• Replace the SCNT board.</li></ul>

##340 [TX/RX] Home Position Error	
Cause	Remedy
<ul style="list-style-type: none"> <li>Foreign body in carriage section.</li> <li>Loose carriage belt.</li> <li>Carriage motor does not work.</li> <li>Carriage position cannot be detected (Home position sensor breakdown, or BJ.</li> <li>Carriage position cannot be detected due to a defective gate array for the BJ controller.</li> <li>SCNT board malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Open printer cover, and remove foreign body.</li> <li>Replace carriage belt.</li> <li>Turn the power ON/OFF.</li> <li>Replace carriage motor.</li> <li>Replace the board containing the motor driver IC.</li> <li>Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li> <li>Replace carriage cable with one that has a home position sensor attached.</li> <li>Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li> <li>Replace the board containing the BJ controller.</li> <li>Replace the SCNT board.</li> </ul>

##341 [TX/RX] Maintenance Jet Waste link Tank Full	
Cause	Remedy
The absorption pad for the maintenance jet is full of waste ink.	<ul style="list-style-type: none"><li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>• Replace the maintenance jet absorption pad. Reset the maintenance jet absorption pad capacity to 0, in the service mode. However, if the capacity of the absorption pad is unclear, register a value, corresponding to the quantity of absorbed ink.</li><li>• Replace the PCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li><li>• Replace the SCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li></ul>

##342 [TX/RX] Cleaning Absorption Waste Ink Pad Full	
Cause	Remedy
• The waste ink pad of the cleaning absorption is full.	<ul style="list-style-type: none"><li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>• Replace the cleaning absorption waste ink pad. Reset the cleaning absorption pad capacity to 0, in the service mode. However, if the capacity of the absorption pad is unclear, register a value, corresponding to the quantity of absorbed ink.</li><li>• Replace the PCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li><li>• Replace the SCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li></ul>

## 2: Service Error Codes

##343 [TX/RX] Ink Detection Waste ink Tank Full	
Cause	Remedy
The ink detection waste ink tank is full.	<ul style="list-style-type: none"><li>▪ Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>▪ Replace ink detection waste ink pad. Reset the ink detection waste ink pad capacity to 0, in the service mode. However, if the capacity of the absorption pad is unclear, register a value, corresponding to the quantity of absorbed ink.</li><li>▪ Replace the PCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li><li>▪ Replace the SCNT board, and register a value for the absorption capacity, corresponding to the quantity of absorbed ink.</li></ul>

**##344 [TX/RX] BJ Cartridge Disconnection Error**

Cause	Remedy
<p>BJ cartridge installed incorrectly.</p> <p>BJ cartridge installation surface is defective.</p> <p>Carriage installation surface is defective.</p>	<ul style="list-style-type: none"> <li>• Reinstall the BJ cartridge.</li> <li>• Install another BJ cartridge.</li> <li>• Clean the contact surface between the BJ cartridge and carriage with a soft clean cloth.</li> <li>• Replace the carriage cable.</li> <li>• Replace the unit including the carriage cable.</li> <li>• Replace the board containing the BJ controller.</li> </ul>

**##345 [TX/RX] BJ Cartridge Head Cleaning Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>• When the power is turned on after or when the BJ cartridge is installed, there is a foreign material in the carriage unit.</li> <li>• The actuator malfunctions during cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the foreign material in the carriage unit.</li> <li>• Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li> <li>• Replace the purge unit.</li> </ul>

##346 [TX/RX] Inside Temperature Error	
Cause	Remedy
<ul style="list-style-type: none"><li>Abnormal inside temperature rise.</li><li>The thermistor is defective.</li></ul>	<ul style="list-style-type: none"><li>Turn the power off, unplug the power cord, wait for a while, and decrease the inside temperature.</li><li>Replace the SCNT board.</li><li>Replace the thermistor.</li><li>Replace the board containing the thermistor.</li></ul>
##347 [TX/RX] BJ Printer Control ROM/RAM Check Error	
Cause	Remedy
<ul style="list-style-type: none"><li>BJ printer control ROM error.</li><li>BJ printer control DRAM error.</li><li>SCNT board malfunction.</li></ul>	<ul style="list-style-type: none"><li>Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>Replace the BJ printer control ROM.</li><li>Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>Replace the board containing the BJ printer control DRAM.</li><li>Turn the power ON/OFF. (Unplug the cord and plug it in again.)</li><li>Replace the SCNT board.</li></ul>

**##348 [TX/RX] Ink Detection Sensor Error**

Cause	Remedy
<ul style="list-style-type: none"> <li>▫ Ink has adhered to the ink detection sensor.</li> <li>▫ The ink detection sensor is faulty.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the ink, etc., from the sensor's slit.</li> <li>• Replace the ink detection sensor.</li> <li>• Replace the unit containing the ink detection sensor.</li> </ul>

**##349 [ TX ] Home Position Sensor does not Detect the Home Position**

Cause	Remedy
<ul style="list-style-type: none"> <li>▫ If the CS does not move from [the CS reference position ]               <ul style="list-style-type: none"> <li>▫ The home position sensor stays ON or OFF.</li> <li>▫ The home position sensor is defective.</li> <li>▫ The CS motor does not run.</li> <li>▫ The CS motor malfunctions.</li> </ul> </li> <li>▫ [ If the CS does not stop at the CS reference position ]               <ul style="list-style-type: none"> <li>▫ The home position sensor stays ON or OFF.</li> <li>▫ The home position sensor is defective.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Replace the home position sensor.</li> <li>• Replace the CS motor.</li> <li>• Replace the home position sensor.</li> </ul>



##350 [ TX ] Lead end sensor does not detect the reading end	
Cause	Remedy
<p>• If the CS does not move from the stop position at the right edge of the document ]</p> <ul style="list-style-type: none"><li>• The read end sensor stays ON or OFF.</li><li>• The read end sensor is defective.</li><li>• The CS motor does not run.</li><li>• The CS motor malfunctions.</li></ul> <p>• If the CS does not stop at the stop position at the right edge of the document ]</p> <ul style="list-style-type: none"><li>• The read end sensor stays ON or OFF.</li><li>• The read end sensor is defective.</li></ul>	<ul style="list-style-type: none"><li>• Replace the read end sensor.</li><li>• Replace the CS motor.</li><li>• Replace the lead end sensor.</li></ul>

**##503 [ TX ] Fail MCF1 or PIS Reception during G1 Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive picture signals or EOM properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost their transmission level so they can receive picture signals or EOM properly.</li> <li>• Adjust the NL equalizer so the other party can receive picture signals or EOM properly.</li> </ul>

**##504 [ RX ] CD (Carrier Detect) was Interrupted Over 1 Second and Failed EOM or PIS Reception during G1 Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>● EOM or PIS from the other party was not received properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>*Have the other party boost the transmission level to receive EOM or PIS properly.</li> </ul>

##506 [ RX ] Fail Phase Synchronization during G1 Reception	
Cause	Remedy
<ul style="list-style-type: none"> <li>Other party cannot receive phase signal properly due to poor line conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Boost the transmission level so the other party can receive the phase signal properly.</li> <li>Adjust the NL equalizer so the other party can receive the phase signal properly.</li> </ul>
## [   ]	
Cause	Remedy

**##507 [ TX ] Fail CFR1 Reception during G1 Transmission**

Cause	Remedy
<ul style="list-style-type: none"><li>• The other party cannot receive properly due to poor line, conditions.</li><li>• Other party experienced echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li></ul>

<b>##509 [TX/RX] Fail to Detect End of Tonal Signal From Other Party</b>	
<b>Cause</b>	<b>Remedy</b>
• Line noise.	• Contact the telephone company and request line maintenance.
<b>##511 [TX/RX] OPCNT and SCNT do not match</b>	
<b>Cause</b>	<b>Remedy</b>
• Different OPCNT and SCNT models were mounted in the same machine.	• Confirm the parts number according to the Parts Catalog and use the proper combinations.

<b>##509 [TX/RX] Fail to Detect End of Tonal Signal From Other Party</b>	
<b>Cause</b>	<b>Remedy</b>
• Line noise.	• Contact the telephone company and request line maintenance.
<b>##511 [TX/RX] OPCNT and SCNT do not match</b>	
<b>Cause</b>	<b>Remedy</b>
• Different OPCNT and SCNT models were mounted in the same machine.	• Confirm the parts number according to the Parts Catalog and use the proper combinations.

##526 [ RX ] Fail Phase Synchronization in OLD-FM Mode	
Cause	Remedy
Cannot receive phase signal properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so they can receive the phase signal properly.</li><li>• Adjust the NL equalizer so the other party can receive the phase signal properly.</li></ul>
##551 [TX/RX] Voice IC Malfunction	
Cause	Remedy
Defective voice IC. (does not go into ready mode)	<ul style="list-style-type: none"><li>• Replace voice IC attached unit.</li></ul>

##552 [ TX ] DTMF IC Malfunction	
Cause	Remedy
<ul style="list-style-type: none"><li>Defective DTMF IC. (does not go into ready mode)</li></ul>	<ul style="list-style-type: none"><li>Replace DTMF IC attached unit.</li></ul>
##553 [TX/RX] Abnormal Password Memory	
Cause	Remedy
<ul style="list-style-type: none"><li>Defective memory.</li></ul>	<ul style="list-style-type: none"><li>Replace the password memory attached unit.</li></ul>



**##554 [TX/RX] Abnormal Password input Via Other Party's Line**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Mis-operation by other party. (including time over)</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party re-input proper password.</li> </ul>

**##555 [TX/RX]Voice Memory Erased**

Cause	Remedy
<ul style="list-style-type: none"> <li>▸ Defective memory (DRAM).</li> </ul>	<ul style="list-style-type: none"> <li>• Replace voice memory attached unit.</li> </ul>

<b>##603 [ TX ] Fail MCF Reception during MF1 Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
Cannot receive <b>MCF</b> signal from the other party properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so they can receive the signal properly.</li><li>• Adjust the NL equalizer to properly receive MCF from the other party properly.</li></ul>
<b>##604 [ RX ] Fail EOM Reception during MF1</b>	
<b>Cause</b>	<b>Remedy</b>
Cannot receive the picture signal or EOM from the other party properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so they can receive the picture signal or EOM properly.</li><li>• Adjust the NL equalizer to receive EOM from the other party properly.</li></ul>

**##606 [ RX ] Fail Phase Synchronization during MF1 Reception**

Cause	Remedy
<ul style="list-style-type: none"> <li>Cannot receive phase signal properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Have the other party boost the transmission level so they can receive the phase signal properly.</li> <li>Adjust the NL equalizer to receive the phase signal properly.</li> </ul>

**##607 [ TX ] Fail CFR Reception during MF1 Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>The other party cannot receive properly due to poor line, conditions.</li> <li>Other party is out of recording paper.</li> </ul>	<ul style="list-style-type: none"> <li>Boost the transmission level so the other party can receive properly.</li> <li>Have the other party refill their machine with recording paper.</li> </ul>

##609 [TX/RX] Fail to Detect End of Other Party's MF1 Signal	
Cause	Remedy
Line noise.	<ul style="list-style-type: none"><li>• Contact the telephone company and request line maintenance.</li></ul>
##610 [ TX ] Receive PIS during MF1 Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>• STOC (F-network side) detected abnormality.</li><li>• Defective sensor (DES).</li></ul>	<ul style="list-style-type: none"><li>• Check to see if the length of the document transmitted in fine and standard mode exceeds 630 mm and 420 mm, respectively.</li><li>• Replace sensor (DES).</li></ul>

### ##611 [ TX ] Detect CD (Carrier Detect) Interruption for Over 1 Second during Picture Reception upon MF1 Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>Picture signal was not received properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Have the other party boost the transmission level to receive picture signals properly.</li> </ul>

### ##612 [ RX ] Fail to Detect Picture Signals for 5 Seconds after CFR Transmission during MF1 Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>Picture signal was not received properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Have the other party boost the transmission level to receive picture signals properly.</li> <li>Adjust the NL equalizer to receive picture signals properly.</li> </ul>

## 2: Service Error Codes

<b>##701[ RX ] Other Party Fail to Detect NACK Signals during ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
The other party cannot receive NACK signals properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive NACK signals properly.</li></ul>
<b>##702 [ RX ] Exceed Continuous Repeat Number (9 times) of NACK Signals during ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Cannot receive picture signals from the other party properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive picture signals properly.</li><li>• Adjust the NL equalizer to receive picture signals properly.</li></ul>

### ##703 [ RX ] Exceed Total Repeat Number (20 times) of NACK Signals during ARQ Reception

Cause	Remedy
In most cases cannot receive picture signals properly due to poor line, conditions.	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive picture signals properly.</li> <li>• Adjust the NL equalizer to receive picture signals properly.</li> </ul>

### ##704 [ RX ] Exceed NSC Repeat Number (3 times) during ARQ Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive NSC signals properly due to poor line, conditions.</li> <li>• cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive NSC properly.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> </ul>

<b>##705 [ TX ] Receive DCN after NACK Signal Detection during ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
The other party cannot receive. (out of recording paper or not set)	<ul style="list-style-type: none"><li>• Contact the other party to set their system for reception. (refill machine with recording paper or set paper)</li></ul>
<b>##706 [ TX ] Exceed Memory during ARQ Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
The retransmitted data disappeared from the transmitter buffer. (memory error)	<ul style="list-style-type: none"><li>• Replace the memory attached unit.</li></ul>



<b>##711[ TX ] REJ Reception after Picture Transmission during ARQ Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
Abnormal Protocol.	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
<b>##712[ TX ] RNR Reception after Picture Transmission during ARQ Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
Abnormal Protocol.	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

### ##713 [ TX ] Receive Signals Other than RR, RNR or REJ after Picture Transmission during ARQ Transmission

Cause	Remedy
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

### ##714 [ TX ] Time Over due to Failure to Receive REJ during Retransmission Procedures upon ARQ Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>The other party cannot receive ACK properly due to poor line, conditions.</li> <li>cannot receive REJ due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Boost the transmission level so the other party can receive ACK properly.</li> <li>Have the other party boost their transmission level to receive REJ properly.</li> </ul>

### **##715[ TX ] Receive Signals Other than RR, RNR or REJ after Retransmission Procedures during ARQ Transmission**

<b>Cause</b>	<b>Remedy</b>
▸ Abnormal Protocol.	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

### **##716 [ TX ] Fail to Fall Back during ARQ Transmission**

<b>Cause</b>	<b>Remedy</b>
▸ Cannot transmit signals properly due to poor line, conditions.	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive signals properly.</li><li>• Adjust the NL equalizer so the other party can receive signals properly.</li></ul>

**##717 [ TX ] Other Party's Buffer Memory Over during ARQ Transmission**

Cause	Remedy
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

**##718 [ TX ] Decode Error by Other Party during ARQ Transmission**

Cause	Remedy
Abnormal Protocol.	<ul style="list-style-type: none"> <li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

<b>##719 [ TX ] Wrong Block Number by Other Party during ARQ Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol. (REJ data from the other party)</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
<b>##730 [ RX ] Time Over Due to Failure to Receive Signals Corresponding to RR for 6 Seconds after Picture Reception during ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive RR properly due to poor line, conditions.</li><li>• Cannot receive signals properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive signals properly.</li><li>• Have the other party boost the transmission level to receive the signals properly.</li></ul>

**##731 [ RX ] REJ Reception after Picture Reception during ARQ****Cause**

- Abnormal Protocol.

**Remedy**

- Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.

**##732 [ RX ] Receive RNR after Picture Reception****Cause**

- Abnormal Protocol.

**Remedy**

- Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.

<b>##734 [ RX ] Excessive NACK Transmission (3 times) Due to Failure to Receive ACK during Retransmission Procedure upon ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive NACK properly due to poor line, conditions.</li><li>• Cannot receive ACK properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive NACK properly.</li><li>• Have the other party boost the transmission level to receive ACK properly.</li></ul>
<b>##735 [ RX ] Excessive REJ Transmission (3 times) during Retransmission Procedures upon ARQ Reception</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive REJ properly due to poor line, conditions.</li><li>• Cannot receive signals properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive REJ properly.</li><li>• Have the other party boost the transmission level to receive signals properly.</li></ul>

### ##736 [ RX ] Time Over Due to Failure to Receive Valid Data after ESD Reception upon ARQ Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive data properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party lower the transmission start speed to 4800 bps.</li> <li>• Adjust the NL equalizer to receive the data properly.</li> <li>• Have the other party boost the transmission level to receive data properly.</li> <li>• Have the other party add an EPT to the V29 modem signal.</li> </ul>

### ##737 [ RX ] Picture Decode Error during ARQ Reception

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal Protocol. (Fill or EOL present in picture data)</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>



## 2: Service Error Codes

### ##738 [ RX ] Wrong Block Number during ARQ Reception

Cause	Remedy
<ul style="list-style-type: none"><li>Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

### ##739 [ RX ] Exceed Buffer Memory during ARQ Reception

Cause	Remedy
<ul style="list-style-type: none"><li>Abnormal Protocol. (your busy signal is not cancelled within 30 seconds after receiving RNR)</li></ul>	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

**##740 [ RX ] Other Party Fails to Fall Back during ARQ Reception**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the NL equalizer to receive signals properly.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> </ul>

**##750 [ TX ] Exceed Repeat Protocol Due to Failure to Receive Significant Signals after Transmitting PPS-NULL during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot transmit PPS-NULL properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive PPS-NULL properly.</li> <li>• Adjust the NL equalizer so the other party can receive PPS-NULL properly.</li> <li>• Add EPT to V29 modem signal.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> </ul>

<b>##751 [ TX ] Receive Signals Other than MCF, PPR or RNR after Transmitting PPS-NULL during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
<b>##752 [ TX ] Receive DCN after PPS-NULL Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive PPS-NULL properly due to poor line, conditions.</li><li>• The stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive PPS-NULL properly.</li><li>• Retransmit.</li></ul>

### **##753 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after PPS-NULL Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>Received RNR after PPS-NULL transmission and failed to receive significant signals after RR transmission, since the other party's page buffer file was full or used.</li> </ul>	<ul style="list-style-type: none"> <li>Lengthen the T5 timer to prevent error messages.</li> <li>Reset the ECM frame size at 256 bytes to 64 Kbytes.</li> </ul>

### **##754 [ TX ] Exceed Retransmit Protocol after PPS-NULL Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>CTC was transmitted when PPR was received four times after PPS-NULL transmission, but the other party failed to receive properly due to poor line, conditions.</li> <li>CTC was transmitted when PPR was received four times after PPS-NULL transmission, but a significant signals were not received due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>Boost the transmission level so the other party can properly receive CTC.</li> <li>Have the other party boost the transmission level so the other party can receive signals properly.</li> </ul>

### **##755 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after PPS-MPS Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Cannot transmit PPS-MPS properly due to poor line, conditions.</li><li>• Cannot receive signals properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive PPS-MPS properly.</li><li>• Adjust the NL equalizer so the other party can receive PPS-MPS properly.</li><li>• Add EPT to V29 modem signal.</li><li>• Have the other party boost the transmission level to receive signals properly.</li></ul>

### **##756 [ TX ] Receive Signals Other than MCF, PPR or RNR after PPS-MPS Transmission upon ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

**##757 [ TX ] Receive DCN after PPS-MPS Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive PPS-MPS properly due to poor line, conditions.</li> <li>• The stop button was pressed during communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive PPS-MPS properly.</li> <li>• Retransmit.</li> </ul>

**##758 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after PPS-MPS Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Received RNR after PPS-MPS transmission, and failed to receive significant signals after RR transmission, since the other party's page buffer file was full or used.</li> </ul>	<ul style="list-style-type: none"> <li>• Lengthen the T5 timer to prevent error messages.</li> <li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li> </ul>

### **##759 [ TX ] Exceed Retransmit Protocol after PPS-MPS Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• CTC was transmitted when PPR was received four times after PPS-MPS transmission, but the other party failed to receive properly due to poor line, conditions.</li><li>• CTC was transmitted when PPR was received four times after PPS-MPS transmission, but significant signals were not received due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive CTC properly.</li><li>• Have the other party boost the transmission level so the other party can receive signals properly.</li></ul>

### **##760 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after PPS-EOM Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Cannot receive PPS-EOM properly due to poor line, conditions.</li><li>• Cannot receive signals properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive PPS-EOM properly.</li><li>• Adjust the NL equalizer so the other party can receive PPS-EOM properly.</li><li>• Add EPT to V29 modem signal.</li><li>• Have the other party boost the transmission level to receive signals properly.</li></ul>

### ##761 [ TX ] Received Signals Other than MCF, PPR or RNR after PPS-EOM Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal Protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

### ##762 [ TX ] Receive DCN after PPS-EOM Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive PPS-EOM properly due to poor line, conditions.</li> <li>• The stop button was pressed during communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive PPS-EOM properly.</li> <li>• Retransmit.</li> </ul>



### **##763 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after PPS-MPS Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Received RNR after PPS-EOM transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li></ul>	<ul style="list-style-type: none"><li>• Lengthen the T5 timer to prevent error messages.</li><li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li></ul>

### **##764 [ TX ] Exceed Retransmit Protocol after PPS-EOM Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• CTC was transmitted when PPR was received four times after PPS-EOM transmission, but the other party failed to receive properly due to poor line, conditions.</li><li>• CTC was transmitted when PPR was received four times after PPS-EOM transmission, but significant signals were not received due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive CTC properly.</li><li>• Have the other party boost the transmission level so the other party can receive signals properly.</li></ul>

### **##765 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after PPS-EOP Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive PPS-EOP properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive PPS-EOP properly.</li> <li>• Adjust the NL equalizer so the other party can receive PPS-EOP properly.</li> <li>• Add EPT to V29 modem signal.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> </ul>

### **##766 [ TX ] Receive Signals Other than MCF, PPR or RNR after PPS-EOP Transmission upon ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal Protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

<b>##767 [ TX ] Receive DCN after PPS-EOP Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive PPS-EOP properly due to poor line, conditions.</li><li>• The stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive PPS-EOP properly.</li><li>• Retransmit.</li></ul>
<b>##768 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after PPS-EOP Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Received RNR after PPS-EOP transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li></ul>	<ul style="list-style-type: none"><li>• Lengthen the T5 timer to prevent error messages.</li><li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li></ul>

### ##769 [ TX ] Exceed Retransmit Protocol after PPS-EOP Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• CTC was transmitted when PPR was received four times after PPS-EOP transmission but the other party failed to receive properly due to poor line, conditions.</li> <li>• CTC was transmitted when PPR was received four times after PPS-EOP transmission, but significant signals were not received properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive CTC properly.</li> <li>• Have the other party boost the transmission level so the other party can receive signals properly.</li> </ul>

### ##770 [ TX ] Exceed Repeat Protocol Limit Due to Failure to Receive Significant Signals after Transmitting EOR-NULL during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive EOR-NULL properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive EOR-NULL properly.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> </ul>

<b>##771 [ TX ] Receive Signals Other ERR after Transmitting EOR-NULL during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
<b>##772 [ TX ] Receive DCN after EOR-NULL Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive EOR-NULL properly due to poor line, conditions.</li><li>• The stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive EOR-NULL properly.</li><li>• Retransmit.</li></ul>

### ##773 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after EOR-NULL Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>Received RNR after EOR-NULL transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li> </ul>	<ul style="list-style-type: none"> <li>Lengthen the T5 timer to prevent error messages.</li> <li>Reset the ECM frame size at 256 bytes to 64 Kbytes.</li> </ul>

## [ ]

Cause	Remedy

### ##774 [ TX ] Receive ERR after EOR-NULL Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"><li>• Most of the time the other party cannot receive picture signals properly due to poor line, conditions.</li><li>• The other party experienced an echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive picture signals properly.</li><li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li></ul>

### ##775 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after EOR-MPS Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive EOR-MPS properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive EOR-MPS properly.</li> <li>• Have the other party boost their transmission level to receive signals properly.</li> </ul>

### ##776 [ TX ] Receive Signals Other than ERR after EOP-MPS Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal Protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>



<b>##777 [ TX ] Receive DCN after EOR-MPS Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive EOR-MPS properly due to poor line, conditions.</li><li>• The stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive EOR-MPS properly.</li><li>• Retransmit.</li></ul>
<b>##778 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after EOR-MPS Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Received RNR after EOR-MPS transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li></ul>	<ul style="list-style-type: none"><li>• Lengthen the T5 timer to prevent error messages.</li><li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li></ul>

### ##779 [ TX ] Receive ERR after EOR-MPS Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Most of the time the other party cannot receive picture signals properly due to poor line, conditions.</li> <li>• The other party experienced an echo malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive picture signals properly.</li> <li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li> <li>• Perform echo measures in accordance with the Service Manual.</li> <li>• Press the start button after confirming the first DIS from the other party during a manual call.</li> <li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li> <li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li> </ul>

### **##780 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after EOR-EOM Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Cannot receive EOR-EOM properly due to poor line, conditions.</li><li>• Cannot receive signals properly due to poor line, conditions.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive EOR-EOM properly.</li><li>• Have the other party boost their transmission level to receive signals properly.</li></ul>

### **##781 [ TX ] Receive Signals Other than ERR after EOR-EOM Transmission during ECM Transmission**

<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

<b>##782 [ TX ] Receive DCN after EOR-EOM Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"> <li>• The other party cannot receive EOR-EOM properly due to poor line, conditions.</li> <li>• The stop button was pressed during communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive EOR-EOM properly.</li> <li>• Retransmit.</li> </ul>
<b>##783 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after EOR-EOM Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"> <li>• Received RNR after EOR-EOM transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li> </ul>	<ul style="list-style-type: none"> <li>• Lengthen the T5 timer to prevent error messages.</li> <li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li> </ul>

### ##784 [ TX ] Receive ERR after EOR-EOM Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"><li>• Most of the time the other party cannot receive picture signals properly due to poor line, conditions.</li><li>• The other party experienced an echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive picture signals properly.</li><li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li></ul>

### ##785 [ TX ] Exceed Protocol Retransmission Limit Due to Failure to Receive Significant Signals after EOR-EOP Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive EOR-EOP properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive EOR-EOP properly.</li> <li>• Have the other party boost the transmission level to receive EOR-EOP properly.</li> </ul>

### ##786 [ TX ] Receive Signals Other than ERR after EOR-EOP Transmission during ECM Transmission

Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal Protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li> </ul>

<b>##787 [ TX ] Receive DCN after EOR-EOP Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The other party cannot receive EOR-EOP properly due to poor line, conditions.</li><li>• The stop button was pressed during communication.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level to receive EOR-EOP properly.</li><li>• Retransmit.</li></ul>
<b>##788 [ TX ] Exceed Protocol Retransmission Limit or T5 Time (60 seconds) after EOR-EOP Transmission during ECM Transmission</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• Received RNR after EOR-EOP transmission, and failed to receive significant signals after RR transmission since the other party's page buffer file was full or used.</li></ul>	<ul style="list-style-type: none"><li>• Lengthen the T5 timer to prevent error messages.</li><li>• Reset the ECM frame size at 256 bytes to 64 Kbytes.</li></ul>

**##789 [ TX ] Receive ERR after EOR-EOP Transmission during ECM Transmission**

Cause	Remedy
<ul style="list-style-type: none"><li>• Most of the time the other party cannot receive picture signals properly due to poor line, conditions.</li><li>• The other party experienced an echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Boost the transmission level so the other party can receive picture signals properly.</li><li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li><li>• Press the start button after confirming the first DIS from the other party during a manual call.</li><li>• Add a long pause after the telephone number when registering the user in the auto-dialing directory so that the system will not respond to the first DIS from the other party.</li><li>• Have the other part lower the reception level to prevent the other party from receiving echo signals.</li></ul>



##790 [ RX ] Transmit ERR after EOR-Q Reception during ECM Reception	
Cause	Remedy
<ul style="list-style-type: none"><li>• Most of the time the other party cannot receive picture signals properly due to poor line, conditions.</li><li>• The other party experienced an echo malfunction.</li></ul>	<ul style="list-style-type: none"><li>• Have the other party boost the transmission level so they can receive picture signals properly.</li><li>• Adjust the NL equalizer so the other party can receive picture signals properly.</li><li>• Perform echo measures in accordance with the Service Manual.</li></ul>
##791 [ TX/RX ] Receive Non-Significant Signals during ECM Mode Procedures	
Cause	Remedy
<ul style="list-style-type: none"><li>• Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

**##792 [ RX ] Fail to Detect PPS-NULL between Partial Pages during ECM Reception**

Cause	Remedy
<ul style="list-style-type: none"> <li>• Cannot receive signals due to poor line, conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Have the other party boost the transmission level to receive signals.</li> </ul>

**##793 [ RX ] Time Over Due to Failure to Receive Valid Frame during High Speed Signal Reception upon ECM Reception**

Cause	Remedy
<ul style="list-style-type: none"> <li>• The other party cannot receive properly due to poor line, conditions.</li> <li>• Cannot receive signals properly due to poor line, conditions.</li> <li>• CFR echo inhibit reception of training signals.</li> </ul>	<ul style="list-style-type: none"> <li>• Boost the transmission level so the other party can receive properly.</li> <li>• Adjust the NL equalizer so the other party can receive signals properly.</li> <li>• Have the other part lower the transmission start speed to 4800 bps.</li> <li>• Have the other party boost the transmission level to receive signals properly.</li> <li>• Perform echo measures in accordance with the Service Manual.</li> </ul>

## 2: Service Error Codes

##794 [ TX ] Receive All 0 PPR during ECM Transmission	
Cause	Remedy
<ul style="list-style-type: none"><li>Abnormal Protocol.</li></ul>	<ul style="list-style-type: none"><li>Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>
##795 [TX/RX] Trouble in the decoding processing during communication	
Cause	Remedy
<ul style="list-style-type: none"><li>The communications coding was busy.</li></ul>	<ul style="list-style-type: none"><li>Turn the power OFF and then back ON.</li><li>Replace the SCNT board.</li></ul>

**##799 [ TX ] System Error**

Cause	Remedy
<ul style="list-style-type: none"><li>• An attempt was made to transmit EOR during the Canon express protocol.</li></ul>	<ul style="list-style-type: none"><li>• Turn the power OFF and then back ON.</li><li>• Replace the SCNT board.</li></ul>

**##800 [ TX ] Multi-File Transmission Error**

Cause	Remedy
<ul style="list-style-type: none"><li>• Multi-file transmission error took place when the relay command was being relayed.</li></ul>	<ul style="list-style-type: none"><li>• Perform normal transmission to the other party and confirm the cause.</li><li>• Record the protocol on DAT tape, and then request the local Canon office and/or Technical Center to analyze the information.</li></ul>

<b>##801 [TX/RX] Exceed Signal Repeat Limit to Hard Disk</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• No response to signals to hard disk.</li></ul>	<ul style="list-style-type: none"><li>• Check the connections around the hard disk.</li><li>• Replace the hard disk.</li></ul>
<b>##802 [TX/RX] Hard Disk Message Reception Error</b>	
<b>Cause</b>	<b>Remedy</b>
<ul style="list-style-type: none"><li>• The message from the hard disk cannot be received properly.</li></ul>	<ul style="list-style-type: none"><li>• Replace the hard disk.</li></ul>

**##803 [TX/RX] Phase Error when Receiving Status from Hard Disk**

Cause	Remedy
<ul style="list-style-type: none"><li>• Received signals other than expected when receiving status signals from the hard disk.</li></ul>	<ul style="list-style-type: none"><li>• Replace the hard disk.</li></ul>

**##804 [TX/RX] Hard Disk Specified 0 for Transfer Data Length**

Cause	Remedy
<ul style="list-style-type: none"><li>• Data length 0 was specified when receiving data from the hard disk.</li></ul>	<ul style="list-style-type: none"><li>• Replace the hard disk.</li></ul>

2: Service Error Codes

##805 [TX/RX] Exceed Data Retransmission Limit to Hard Disk	
Cause	Remedy
<ul style="list-style-type: none"><li>• No response regardless of data transmission after transmitting protocol to the hard disk.</li></ul>	<ul style="list-style-type: none"><li>• Replace the hard disk.</li></ul>
## [     ]	
Cause	Remedy

<b>##806 [TX/RX] Hard Disk Error</b> <b>##807</b> " <b>##808</b> " <b>##809</b> " <b>##811</b> " <b>##812</b> "	
Cause	Remedy
<ul style="list-style-type: none"> <li>• disk trouble. (signal transfer error, data transfer error)</li> </ul>	<ul style="list-style-type: none"> <li>• Replace the hard disk.</li> </ul>
<b>##813 [TX/RX] Hard Disk Out of Control (System Error )</b> <b>##814</b> " <b>##815</b> " <b>##816</b> " <b>##817</b> " <b>##818</b> " <b>##819</b> "	
Cause	Remedy
<ul style="list-style-type: none"> <li>• Abnormal signal processing (timing, etc.) by hard disk.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn OFF the power and then turn it back ON.</li> </ul>



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## 2: Service Error Codes

## [      ]

**Cause**

**Remedy**

## [      ]

**Cause**

**Remedy**

## 2: *Service Error Codes*

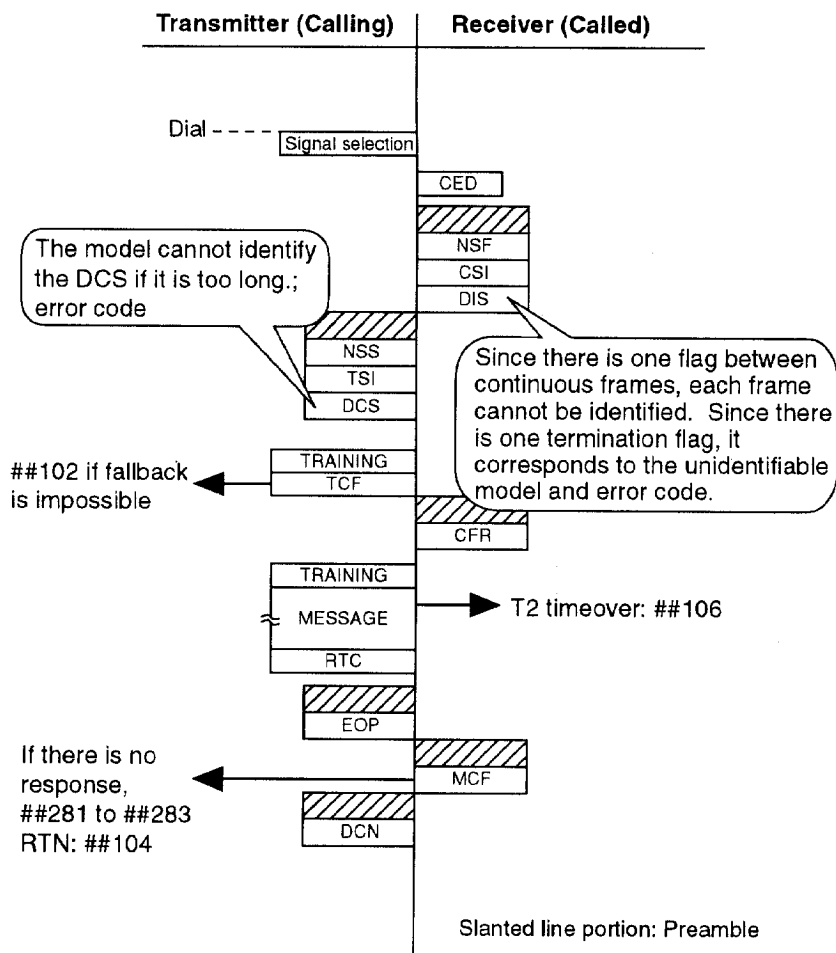
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# Appendix

# 1. General Control Procedures and Typical Error Codes (G3)

The following flow indicates general G3 facsimile control procedures and typical error code occurrence timing.



**Figure 1 Control Procedures**

### Transmission Control Procedure Signals

NSS	A command to select a communication mode from the other party's NSF or NSC reception signal. This signal is a command indicated within ITU-T's non-standard recommendations.
TSI	Notifies transmission side's telephone number to the receiving party.
DCS	A command to select a communication mode from the other party's DIS or DTC reception signal. This signal is a command indicated within ITU-T's non-standard recommendations.
TRAINING	Various signal patterns are sent to transmit picture signals accurately.
TCF	A signal to check whether the probability of image transmission error is minimal when the image is sent at that transmission speed. This procedure is done before the image is sent through the line. This signal is modulated by the same MODEM in which the actual picture signal is sent.
MESSAGE	One page of picture signals.
RTC	The end of one page of picture signals.
EOP	Indicates the end of one image page, and that there is no document following this page. Proceeds to Phase E when receiving MCF from the other party.
DCN	Indicates that the line is cancelled. In other words, it refers to the start of Phase E. This signal does not require a response from the receiving party.

### Reception Procedure Signals

CED	Tells the other party that the machine is an automatic reception facsimile.
NSF	Tells the partner the non-ITU-T recommendations (Original Canon modes, etc.), and user and manufacturer ID.
CSI	Notifies the transmission side of the receiving party's number.
DIS	Tells the partner the standard ITU-T recommendations. Includes G1, G2 and G3 functions.
CFR	Notifies the transmission side that the MODEM training is over and TCF can be received normally (ready to receive picture signals).
MCF	Indicates that the picture signal was received, properly and that the next document may be received immediately.

**Preamble:** Added before the binary signal to synchronize modem procedure signals.

## 2. Expected Signals

The signals on the right of this table should follow the signals indicated on the left. The expected signal is optional when it is indicated in a bracket, ( ).

**Table 1 Expected Signals (1/2)**

(NSF) (CSI) DIS	DCS
	(NSC) (CIG) DTC
	(TSI) DCS
	(NSF) (CSI) DIS
	(CRP)
	(TSI) (NSS) DCS
(NSC) (CIG) DTC	(TSI) DCS
	(NSF) (CSI) DIS
	(CRP)
(TSI) DCS	CFR
	FTT
	(NSC) CIG) DTC
	(NSF) (CSI) DIS
	(CRP)
(CTC)	(CTR)
	(CRP)
(EOR-NULL)	(ERR)
	(RNR)
	(CRP)
(EOR-MPS)	(ERR)
(EOR-EOP)	(RNR)
(EOR-EOM)	(CRP)
(EOR-PRI-MPS)	
(EOR-PRI-EOP)	
(EOR-PRI-EOM)	

**Table 1 Expected Signals (2/2)**

MPS	MCF
EOP	RTP
EOM	RTN
(PRI-MPS)	PIP
(PRI-EOP)	PIN
(PRI-EOM)	(CRP)
(PPS-NULL)	(PPR)
	MCF
	(RNR)
	(CRP)
(PPS-MPS)	(PPR)
(PPS-EOP)	MCF
(PPS-EOM)	(RNR)
(PPS-PRI-MPS)	PIP
(PPS-PRI-EOP)	PIN
(PPS-PRI-EOM)	(CRP)
(RR)	(RNR)
	(ERR)
	MCF
	PIP
	PIN
	(CRP)
DCN	NONE



### 3. FIF Description

#### 3.1 DIS/DTC

The DIS/DTC FIF has the following format. A bit of "1" indicates the effective state.

**Table 2 DIS/DTC FIF Description (1/3)**

Bit No.	Meaning and function	
1	Transmitter T.2 operation	
2	Receiver T.2 operation	
3	T.2 IOC=176	
4	Transmitter T.3 operation	
5	Receiver T.3 operation	
6, 7, 8	Reserved for future T.3 operation features	
9	Facsimile document transmission preparation completed (Polling)	
10	Receiver facsimile operation	
11, 12, 13, 14	11,12,13,14	Dta signalling rate
	0 0 0 0	V.27 ter fall back mode
	0 0 0 1	Not used
	0 0 1 0	Not used
	0 0 1 1	Not used
	0 1 0 0	V.27 ter
	0 1 0 1	Reserved
	0 1 1 0	Reserved
	0 1 1 1	Reserved
	1 0 0 0	V.29
	1 0 0 1	Not used
	1 0 1 0	Not used
	1 0 1 1	Not used
	1 1 0 0	V.27 ter, V.29
	1 1 0 1	V.27 ter, V.29, V.33, V.17
	1 1 1 0	V.27 ter, V.29, V.33
	1 1 1 1	Reserved
15	R8 x 7.7 lines/mm and/or 200 x 200 pels/25.4mm (See Note)	
16	Two dimensional coding capability	
17, 18	17,18	Recording width capability
	0 0	1728 picture elements along scan line length of 215mm±1%
	0 1	1728 picture elements along scan line length of 215mm±1% 2048 picture elements along scan line length of 255mm±1% 2432 picture elements along scan line length of 303mm±1%
	1 0	1728 picture elements along scan line length of 215mm±1% 2048 picture elements along scan line length of 255mm±1%
	1 1	Invalid (See Note)
19, 20	19,20	Maximum recording length capability
	0 0	A4 (297mm)
	0 1	Unlimited
	1 0	A4 (297mm) and B4 (364mm)
	1 1	Invalid

Table 2 DIS/DTC FIF Description (2/3)

Bit No.	Meaning and function	
21, 22, 23	21,22,23	Minimum scan line time capability at the receiver
	0 0 0	20ms at 3.85 l/mm: $T_{7.7} = T_{3.85}$
	0 0 1	40ms at 3.85 l/mm: $T_{7.7} = T_{3.85}$
	0 1 0	10ms at 3.85 l/mm: $T_{7.7} = T_{3.85}$
	0 1 1	10ms at 3.85 l/mm: $T_{7.7} = 1/2 T_{3.85}$
	1 0 0	5ms at 3.85 l/mm: $T_{7.7} = 1/2 T_{3.85}$
	1 0 1	40ms at 3.85 l/mm: $T_{7.7} = 1/2 T_{3.85}$
	1 1 0	20ms at 3.85 l/mm: $T_{7.7} = 1/2 T_{3.85}$
	1 1 1	0ms at 3.85 l/mm: $T_{7.7} = T_{3.85}$
24	Extend field	
25	2400bit/s handshaking	
26	Uncompressed mode	
27	Error correction mode	
28	Set to "0"	
29	Error limiting mode	
30	Reserved for G4 capability on PSTCM	
31	T.6 coding capability	
32	Extend field	
33	Validity of bit/s 17, 18	
	0	Bits 17,18 are valid
	1	Bits 17,18 are invalid
34	Recording width capability 1216 picture elements along scan line length of 151mm $\pm$ 1%	
35	Recording width capability 864 picture elements along scan line length of 107mm $\pm$ 1%	
36	Recording width capability 1728 picture elements along scan line length of 151mm $\pm$ 1%	
37	Recording width capability 1728 picture elements along scan line length of 107mm $\pm$ 1%	
38, 39	Reserved for future recording width capability	
40	Extend field	
41	R8 x 15.4 lines/mm (See Note)	
42	300 x 300 pels/25.4mm	
43	R16 x 15.4 lines/mm and/or 400 x 400 pels/25.4mm	
44, 45	44,45	Bit15, when set to "1"
	0 0	invalid
	0 1	R8 x 7.7 lines/mm
	1 0	200 x 200 pels/25.4mm
	1 1	R8 x 7.7 lines/mm 200 x 200 pels/25.4mm
46	Bit43, when set to "1"	
	0	T15.4=T7.7
	1	T15.4=1/2 T7.7
47	Selective polling capability	
48	Extend field	
49	ubaddressing capability	

**Table 2 DIS/DTC FIF Description (3/3)**

Bit No.	Meaning and function	
50	assword capability	
51	Capable to emit data file	
52	Reserved for facsimile service info (FSI)	
53	Binary file transfer (BFT)	
54	Document transfer mode (DTM)	
55	Edifact transfer (EDI)	
56	Extend feild	
57	Basic transfer mode (BTM)	
58	Reserved for future negotiation mechanism for data file transmission	
59	Capable to emit character file	
60	Character mode	
61	Reserved for control document	
62	Mixed mode (Annex E/T.4)	
63	Reserved for future negotiation mechanism for character file transmission	
64	Extend field	
65	Proccesable mode 26 (T.505)	
66	Digital network capability	
67	Full and half duplex capabilities	
	0	Half duplex operation only
	1	Full and Half duplex operation
68, 69, 70, 71	Reserved for future use	
72	Extend field	

### [ Bit 17, 18 ]

Existing equipment may send the invalid (1.1) condition for bits 17 and 18 of their DIS signals. If such signal is received, it should be interpreted as (0.1).

### [ Bit 15, 41, 44, 45 ]

Resolution of R8 are defined as follows

1728 pels/ ( 215mm  $\pm$  1% ) for ISO A4

2048 pels/ ( 255mm  $\pm$  1% ) for ISO B4

2432 pels/ ( 303mm  $\pm$  1% ) for ISO A3

### [ Bit 43, 44, 45 ]

Resolution of R16 are defined as follows

3456 pels/ ( 215mm  $\pm$  1% ) for ISO A4

4096 pels/ ( 255mm  $\pm$  1% ) for ISO B4

4864 pels/ ( 303mm  $\pm$  1% ) for ISO A3

### [ Bit 46 ]

T15.4 refers to the scan line times to be utilized when the vertical resolution 15.4 lines/mm or 400lines/mm.

T15.4=1/2 T7.7 indicates that when T7.7 is 10, 20 or 40ms the scan line time can be decreased by half in higher resolution mode.

### 3.2 DCS

The DCS FIF has the following format. A bit of "1" indicates the effective state.

**Table 3 DCS FIF Description (1/3)**

Bit No.	Meaning and function	
1		
2	Receiver T.2 operation	
3	T.2 IOC=176	
4		
5	Receiver T.3 operation	
6, 7, 8		
9		
10	Receiver facsimile operation	
11, 12, 13, 14	11, 12, 13, 14	Dta signalling rate
	0 0 0 0	2400bit/s V.27ter
	0 0 0 1	14400bit/s V.17
	0 0 1 0	14400bit/s V.33
	0 0 1 1	Reserved
	0 1 0 0	4800bit/s V.27ter
	0 1 0 1	12000bit/s V.17
	0 1 1 0	12000bit/s V.33
	0 1 1 1	Reserved
	1 0 0 0	9600bit/s V.29
	1 0 0 1	9600bit/s V.17
	1 0 1 0	Reserved
	1 0 1 1	Reserved
	1 1 0 0	7200bit/s V.29
	1 1 0 1	7200bit/s V.17
	1 1 1 0	Reserved
	1 1 1 1	Reserved
15	R8 x 7.7 lines/mm and/or 200 x 200 pels/25.4mm (See Note)	
16	Two dimensional coding capability	
17, 18	17, 18	Recording width capability
	0 0	1728 picture elements along scan line length of 215mm $\pm$ 1%
	0 1	2432 picture elements along scan line length of 303mm $\pm$ 1%
	1 0	2048 picture elements along scan line length of 255mm $\pm$ 1%
	1 1	Invalid
19, 20	19, 20	Maximum recording length capability
	0 0	A4 (297mm)
	0 1	Unlimited
	1 0	A4 (297mm) and B4 (364mm)
	1 1	Invalid

Table 3 DCS FIF Description (2/3)

Bit No.	Meaning and function	
21, 22, 23	21, 22, 23	Minimum scan line time capability at the receiver
	0 0 0	20ms
	0 0 1	40ms
	0 1 0	10ms
	0 1 1	
	1 0 0	5ms
	1 0 1	
	1 1 0	
	1 1 1	0ms
24	Extend field	
25	2400bit/s handshaking	
26	Uncompressed mode	
27	Error correction mode	
28	Frame size	
	0	256 oct.
	1	64 oct.
29	Error limiting mode	
30	Reserved for G4 capability on PSTN	
31	T.6 coding capability	
32	Extend field	
33	Recording width	
	0	Recording width indicated by bits 17,18
	1	Recording width indicated by this field bit information
34	Middle 1728 elements of 1216 picture element	
35	Middle 1728 elements of 864 picture element	
36	Invalid	
37	Invalid	
38, 39		
40	Extend field	
41	R8 x 15.4 lines/mm (See Note)	
42	300 x 300 pels/25.4mm	
43	R16 x 15.4 lines/mm and/or 400 x 400 pels/25.4mm	
44	Resolution type selection	
	0	metric based resolution
	1	inch based resolution
45, 46	Don't care	

**Table 3 DCS FIF Description (3/3)**

Bit No.	Meaning and function	
47	Set to "0"	
48	Extend field	
49	Set to "0"	
50	Set to "0"	
51	Not used	
52	Reserved for facsimile service info (FSI)	
53	Binary file transfer (BFT)	
54	Document transfer mode (DTM)	
55	Edifact transfer (EDI)	
56	Extend field	
57	Basic transfer mode (BTM)	
58	Reserved for future negotiation mechanism for data file transmission	
59	Not used	
60	Character mode	
61	Reserved for control document	
62	Mixed mode (Annex E/T.4)	
63	Reserved for future negotiation mechanism for character file transmission	
64	Extend field	
65	Processable mode 26 (T.505)	
66	Digital network capability	
67	Full and half duplex capabilities	
	0	Half duplex operation only
	1	Full and Half duplex operation
68, 69, 70, 71	Reserved for future use	
72	Extend field	

**[ Bit 17, 18 ]**

Existing equipment may send the invalid (1.1) condition for bits 17 and 18 of their DIS signals. If such signal is received, it should be interpreted as (0.1).

**[ Bit 15, 41 ]**

Resolution of R8 are defined as follows

1728 pels/ ( 215mm  $\pm$  1 % ) for ISO A4

2048 pels/ ( 255mm  $\pm$  1 % ) for ISO B4

2432 pels/ ( 303mm  $\pm$  1 % ) for ISO A3

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## 4. LBP Status (LC 5000/5500, LC 7000/7500, FAX-L500/550 FAX-L600)

This fax machine can display the LBP status in the test mode. The LBP status is an eight-bit signal which is output by the CPU on the PCNT board to indicate the internal status of the printer. If "CHECK PRINTER" appears on the display, check the LBP status and investigate the cause of the failure as follows.

### 4.1 LBP Status Display Procedure

To display the status, press the DATA REGISTRATION button, then the # button, select SERVICE MODE, select TEST MODE with the search button, and press the SET button to enter the test mode.

Press the 6 key to select 6: FACILITY TEST, and press the 3 key. The following message will be displayed

6-3 : SENSOR  
[1] --- [6]

When the 4, 5, or 6 key is pressed, the status is displayed.

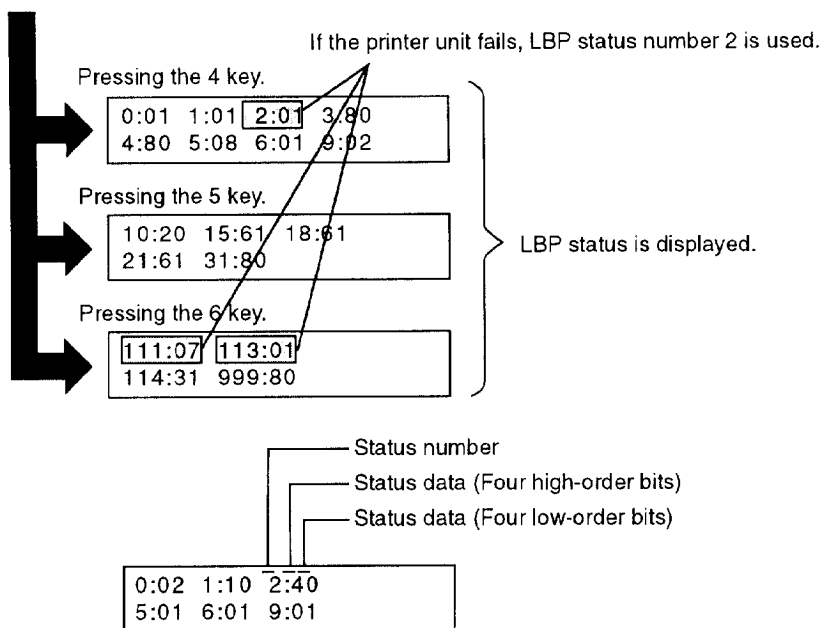


Figure 2 LBP Status Display

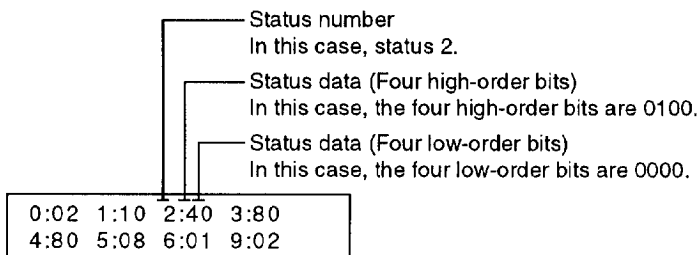
## 4.2 LBP Status Check

The LBP status is represented by a two-digit hexadecimal number corresponding to an eight-digit binary number of four high-order and four low-order bits. Bit 0 is a parity bit (odd).



### Parity bit (odd)

The parity bit is one of the eight bits transmitted from the PCNT board to the SCNT board and added by the transmitter so that the total number of bits of "1" becomes an odd number. The receiver checks the number of bits of "1" is an odd number to detect a transmission error.



If the four high-order bits of status 2 data are "4", and the four low-order bits are "0", it is converted to a bit pattern of 0100 0000 according to the conversion table below. Only bit 6 is 1.

Bit 6 of status 2 indicates a fixing unit error, so the cause of the printer unit failure is the fixing unit.

(Four high-order bits)				(Four low-order bits)					
Display	Bit 7	Bit 6	Bit 5	Bit 4	Bit 3	Bit 2	Bit 1	Bit 0	Display
0	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	1	1
2	0	0	0	1	0	0	1	0	2
3	0	0	1	1	0	0	1	1	3
4	0	1	0	0	0	1	0	0	4
5	0	1	0	1	0	1	0	1	5
6	0	1	1	0	1	1	1	1	6
7	0	1	1	1	0	1	1	0	7
					1	0	0	0	8
					1	0	0	1	9
					1	0	1	0	A
					1	1	0	1	B
					1	1	0	0	C
					1	1	1	0	D
					1	1	1	1	E

Figure 3 Status Data Check

### 4.3 LBP Status Explanation

LBP status is an eight-bit binary number as described in the previous page. An example of status data is given below.

Bit	Meaning	1	0
0	Parity bit (odd)		
1	unknown		
2	Motor failure	Failure	Normal
3	Unused		
4	Scanner motor failure	Failure	Normal
5	nBD signal error	Failure	Normal
6	Fixing unit failure	Failure	Normal
7	unused		

**Figure 4 Table Description**

Status 2 is used to indicate the printer unit failure.

## Status 2 (Service call status)

Bit	Meaning	1	0
0	Parity bit (odd)*		
1	Unknown		
2	Motor failure	Failure	Normal
3	Unused		
4	Scanner motor failure	Failure	Normal
5	nBD signal error	Failure	Normal
6	Fixing unit failure	Failure	Normal
7	Unused		

\* See page A-14 for the parity bit.

### [ Bit 2 ]

"1" when the fan motor is abnormal.

### [ Bit 4 ]

"1" when the scanner motor does not reach the prescribed speed within 18 seconds after the motor starts in the laser scanner unit.

### [ Bit 5 ]

"1" when the output from the laser diode in the laser scanner unit is abnormal or the scanner unit fails, and the nBD signal is not output normally.

### [ Bit 6 ]

"1" when failure of the fixing heater in the fixing unit or temperature control thermistor is detected.



REFERENCE

See the description of the fixing heater protective in Chapter 3, Printer Section, in the Service Manual, for the criteria for determining fixing unit errors..

## 4.4 Solutions for Printer Unit Errors

If the cause of failure is found by checking the LBP status, take the following measure:

---

### Printer section ready error [ ##320 ]

---

**Solution:** Check the SCNT board ass'y and PCNT board ass'y (J201) connector connections. Replace the PCNT board ass'y.

---

### Printer section status error [ ##321 ]

---

**Solution:** Check the SCNT board ass'y and PCNT board ass'y (J201) connector connections. Replace the PCNT board ass'y.

---

### Fixing heater temperature abnormality [ ##322 ]

---

**Solution:**

- (1) Check the PCNT board ass'y and fixing heater (J103 and J204) connector connections.
- (2) Remove the fixing unit, and check the resistance between fixing unit J204-1 and J204-2, which should be 440 KW (at room temperature of 20°C).
- (3) Remove the fixing unit and check the conductance between fixing unit J103-1 and J103-2.
- (4) Replace the fixing film unit.
- (5) Replace the PCNT board ass'y.

---

### Laser/scanner unit nBD signal output function abnormality [ ##323 ]

---

**Solution:**

- (1) Check the laser/scanner unit and PCNT board ass'y (J202) connector connections.
- (2) Check the amount of laser light, as explained in *Chapter 5: 3. SERVICE TOOLS*.
- (3) Replace the laser/scanner unit.
- (4) Replace the PCNT board ass'y.

---

### Printer section scanner motor rotation rate abnormality [ ##324 ]

---

**Solution:**

- (1) Check the laser/scanner unit and PCNT board ass'y (J202) connector connections.
- (2) Replace the laser/scanner unit
- (3) Replace the PCNT board ass'y.

### **Fan motor rotation rate abnormality [ ##325 ]**

---

- Solution:** (1) Check the fan motor and power supply unit (CN5) connector connections.
- (2) Check if the voltage between power supply unit CN5-1 and CN5-3 goes from 0 to 12 VDC immediately after the power is switched on. If not so, replace the fan motor.
- (3) Replace the power supply unit.

### **Power supply unit ACVIN signal abnormality [ ##330 ]**

---

- Solution:** (1) Check the PCNT board ass'y and the power supply unit (CN3) connector connections.
- (2) Check if the voltage between the power supply unit CN3-6 and CN3-3, which should be 1 VDC or more. If not so, replace the power supply unit.
- (3) Replace the PCNT board ass'y.

## 5. LBP Status (CFX-L4000, FAX-L300)

This fax machine can display the LBP status in the test mode. The LBP status is an eight-bit signal which is output by the CPU on the PCNT board to indicate the internal status of the printer. If "CHECK PRINTER" appears on the display, check the LBP status and investigate the cause of the failure as follows.

### 5.1 LBP Status Display Procedure

To display the status, press the FUNCTION button, the DATA REGISTRATION button, then the # button, select SERVICE MODE, select TEST MODE with the search button, and press the SET button to enter the test mode.

Press the 6 key to select 6: FACILITY TEST, and press the 3 key. The following message shown in Figure 2 on page A-11 will be displayed:

### 5.2 LBP Status Check

See page A-14 because it is the same for LC 5000/5500, LC7000/7500, FAX-L500/550, and FAX-L600.

### 5.3 LBP Status Explanation

See page A-15 because it is the same for LC 5000/5500, LC7000/7500, FAX-L500/550, and FAX-L600.

### 5.4 Solutions for Printer Unit Errors

If the cause of failure is found by checking the LBP status, take the following measure:

#### Fixing heater temperature abnormality [ ##322 ]

- Solution:**
- (1) Check the connection between the fixing ass'y and SCNT board (J507) and between the fixing ass'y and powersupply unit (J102).
  - (2) Check the resistance between connector pins of the fixing ass'y.  
 J507-1 and J507-2 : 361.6 to 528.9 k $\Omega$  (at 20°C)  
 J102-1 and J102-2 : 139.5 to 160.5 k $\Omega$  (at 25±5°C)  
 If either resistance is incorrect, replace the fixing ass'y.
  - (3) Replace the power supply unit.
  - (4) Replace the SCNT board ass'y.

**Laser/scanner unit nBD signal output function abnormality [ ##323 ]**

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- Solution:** (1) Check the connection between the laser/scanner section (J801) and SCNT board ass'y (J508) .  
(2) Replace the laser/scanner section.  
(3) Replace the SCNT board ass'y.

**Printer section scanner motor rotation rate abnormality [ ##324 ]**

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- Solution:** (1) Check the connection between the laser/scanner section (J1) and SCNT board ass'y (J508) .  
(2) Replace the laser/scanner section.  
(3) Replace the SCNT board ass'y.

**Data transmission error between the system controller and printer controller [ ##335 ]**

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- Solution:** (1) Remove the reinstall the power cord.  
(3) Replace the SCNT board ass'y.